

7 Presentation of officer reports

7.1 Adoption of the Boroondara Disability Access and Inclusion Plan 2024-28

Executive Summary

Purpose

The purpose of this report is to:

- seek Council's endorsement of the Boroondara Disability Access and Inclusion Plan 2024-28 (the Plan, **Attachment 1**)
- acknowledge and provide responses to the community submissions received during the public exhibition period of the draft Boroondara Disability Access and Inclusion Plan 2024-28 (**Attachment 2**)
- acknowledge the support and contribution from the Community Disability Advisory Committee in the development of the Plan.

Background

The Plan outlines Council's continuing commitment to improving access and inclusion for people with disability in Boroondara and recognises this is an ongoing journey.

The Plan will replace the Boroondara Disability Action Plan 2018-22, which expired at the end of 2022. It responds to what Council heard was important to our community during the community consultation undertaken in 2022 and meets Council's legislative requirements under the *Victorian Disability Act 2006* to prepare a disability action plan.

The Plan provides a four-year vision and a two-year implementation plan, with a new implementation plan to be developed in 2026. This will ensure the actions stay relevant and respond to current and emerging issues and opportunities.

Key Issues

The 11 September 2023 Services Delegated Committee meeting endorsed the draft Plan for public exhibition from 12 September until 10 October 2023.

The draft Plan, including an Easy Read version, was available on Council's Engage website during the public exhibition period and hard copies of the draft Plan were available at the Camberwell Customer Service Centre.

Opportunities to comment on the draft Plan were widely promoted through various channels as outlined in Section 5 of the report.

In total, 11 submissions were received during the public exhibition period and one member of the Community Disability Advisory Committee provided feedback on the draft Plan at its 18 October 2023 meeting.

Council thanks the 11 submitters who provided feedback on the draft Plan during the public exhibition period and the 211 people who provided feedback in 2022 to inform the development of the Plan. Council also thanks the members of the Community Disability Advisory Committee who provided input during 2022 and 2023 into the development of the Plan.

The feedback received during the public exhibition period has been reviewed and suggested changes have been incorporated into the Plan (**Attachment 1**), or where relevant, taken on notice to inform the implementation of actions in the Plan.

This report also includes the details of the submissions received and responses to the feedback in **Attachment 2**. The feedback was mostly:

- issues raised during the community consultation in 2022
- operational in nature
- related to the implementation of actions in the Plan.

Consequently, only four minor amendments have been made to the Plan in **Attachment 1**, and these are outlined in the report.

Next Steps

Following adoption, the Plan will be available on Council's website. An event will be held in early 2024 to officially launch the Plan.

Officers' recommendation

That Council resolve to:

1. Adopt the Boroondara Disability Access and Inclusion Plan 2024-28, as annexed as **Attachment 1**.
2. Acknowledge the support and contribution from members of the Community Disability Advisory Committee, community members with disability and their families, carers, advocates, and support organisations in the development of the Plan.
3. Thank the 11 community members/organisations for their submissions.

Responsible director: Kate McCaughey, Director Community Support

1. Purpose

The purpose of this report is to:

- seek Council's endorsement of the Boroondara Disability Access and Inclusion Plan 2024-28 (the Plan, **Attachment 1**)
- acknowledge and provide responses to the community submissions received during the public exhibition period of the draft Boroondara Disability Access and Inclusion Plan 2024-28 (**Attachment 2**)
- acknowledge the support and contribution from the Community Disability Advisory Committee in the development of the Plan.

2. Policy implications and relevance to community plan and council plan

The Boroondara Community Plan 2021-31 (BCP) is Council's key strategic document. It includes the Community Vision, four-year Council Plan and four-year Municipal Public Health and Wellbeing Plan and is structured around seven priority themes.

The Plan supports the Community Vision as outlined in the BCP for 'a sustainable and inclusive community'. The Plan aligns with strategies under the seven priority themes of the BCP. It is informed by the BCP wellbeing commitment to work together with our community and local organisations to ensure health and wellbeing is at the centre of everything we do. The following three health priorities are relevant to the Plan:

- improving mental wellbeing and social connection
- increasing active living
- preventing all forms of violence.

The Plan plays an important role in guiding the work across Council to ensure people with disability are considered in the planning, design and delivery of Council facilities, services, programs, activities and workforce.

3. Background

The Plan outlines Council's continuing commitment to improving access and inclusion for people with disability in Boroondara and recognises this is an ongoing journey.

The Plan will replace the Boroondara Disability Action Plan 2018-22, which expired at the end of 2022. It responds to what Council heard was important to our community during the community consultation and meets Council's legislative requirements under the *Victorian Disability Act 2006* to prepare a disability action plan for the purposes of:

- a) reducing barriers to persons with a disability accessing goods, services and facilities
- b) reducing barriers to persons with a disability obtaining and maintaining employment
- c) promoting inclusion and participation in the community of persons with a disability
- d) achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The Plan provides a four-year vision and a two-year implementation plan. A new implementation plan will be developed in 2026. This will ensure the actions stay relevant and respond to current and emerging issues and opportunities.

3.1 Community consultation and engagement

Community consultation and engagement has been instrumental in the development of the Plan. The Plan's staged approach to engagement is summarised in the 'Consultation/communication' section of this report.

4. Outline of key issues/options

During the public exhibition period from 12 September to 10 October 2023, the draft Plan, including an Easy Read version, was available on Council's Engage website and hard copies of the draft Plan were available at the Camberwell Customer Service Centre.

The community was invited to provide final comments on the draft Plan in written, audio or video format via the Engage page. Feedback could also be provided via email, telephone or in hard copy written submissions.

Opportunities to comment on the draft Plan were widely promoted through various channels as outlined in Section 5 below.

In total, 11 submissions were received with eight individuals and three organisations providing feedback. Six submissions were received via Engage, four by direct email and one by telephone. The submissions received, along with Council's response to each submission, is included in **Attachment 2**.

The points raised in the submissions included:

- the importance of accessible infrastructure
- the need for better accessibility of public transport and cycling infrastructure
- highlighting disability is an issue that impacts people aged over 65 years
- support for people who move from the NDIS to the Aged Care Sector
- the need to consider invisible disabilities
- the need for an inclusive community
- the timeliness of Council's response to footpath improvements and access issues
- questions about how actions will be implemented
- the length of the public exhibition period was too short
- considering the findings of the Royal Commission into Violence, Abuse and Neglect of People with Disability and the NDIS Review.

Members of the Community Disability Advisory Committee were also invited to provide final feedback on the draft Plan at the meeting on 18 October 2023. One member requested Council work with VicRoads and other relevant stakeholders to ensure that when developers undertake building works that impede footpaths, access considerations are made.

The feedback received during the public exhibition period and at the meeting of the Community Disability Advisory Committee has been reviewed and where relevant, shared with Council departments for their consideration. The feedback reflected issues, which were:

- raised during the community consultation in 2022

- operational in nature
- related to the implementation of actions in the Plan.

Consequently, only four minor amendments were made to the Plan, which are included in **Attachment 1** and shown underlined in **Table 1** below.

Table 1: Amendments to the Plan

Section	Amendment
Section 2 - Background (page 9)	<p>A statistic has been added to highlight the prevalence of disability for people over 65. The new statistic is shown below and underlined:</p> <ul style="list-style-type: none"> • <u>Compared to Boroondara residents aged under 65, residents aged 65 and over have 10 times the rate of severe or profound disability.</u>
Section 2 - Background (pages 10 and 27)	<p>An endnote has been added for the NDIS statistics, as shown below with the new wording underlined:</p> <ul style="list-style-type: none"> • The most common age groups represented as active NDIS participants in Boroondara are: <ul style="list-style-type: none"> ○ 7 to 14 years (591) ○ 55 to 64 years (325) ○ 0 to 6 years (298) ○ 45 to 54 years (252).¹⁸ <p>¹⁸ <u>Not all people with disability in Boroondara are on the NDIS. People with disability over the age of 65 are underrepresented in the NDIS. Only a person who has been deemed eligible for the NDIS before they turn 65, can continue to access the scheme (while they remain eligible) after they turn 65. You are not eligible to apply for the NDIS if you are aged over 65.</u></p>
Section 7 - Monitoring and evaluating (page 14)	<p>A phrase has been added as shown below and underlined:</p> <ul style="list-style-type: none"> • monitor the progress of the draft Disability Inclusion Bill, and the Disability Royal Commission <u>and the NDIS Review</u> and review and incorporate any new requirements and recommendations.
Appendix 1: Implementation Plan - Action 14 (page 23)	<p>The word 'public' has been added to action 14 as shown below and underlined:</p> <ul style="list-style-type: none"> • In collaboration or consultation with people with disability and community partners, advocate to the Victorian and Australian governments, and peak bodies, to address social, equity, health and wellbeing issues that impact people with disability (e.g., NDIS, mental health, social isolation, people sleeping rough, family violence, built environment and <u>public</u> transport).

Since the draft Plan was endorsed for public exhibition, the Final Report from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability was released on 29 September 2023.

The Final Report includes 222 recommendations and the Australian Government and state, and territory governments have been asked to publish written responses to the Final Report by 31 March 2024. In their responses, governments have been asked to tell the community which of the recommendations they plan to act on, which they do not and why, and which are subject to further consideration.

Officers are reviewing the Final Report and will review the Australian and Victorian Governments responses to the Final Report. Any implications for Council, as a result of the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability, are proposed to be captured in the development of the implementation plan for the final two years of the Plan (unless there are timing issues that mandate Council to respond sooner).

5. Consultation/communication

The Plan was informed by seven stages of research, consultation and development. This included an extensive communication and engagement plan to ensure we heard from people with disability, their families, carers, advocates, support organisations, special education schools and businesses with links to the disability sector.

In total, Council analysed 361 responses to inform the development of the Plan. This included:

- hearing from 211 people through the community consultation between June and September 2022 for the development of the Plan
- analysing 139 responses related specifically to disability access and inclusion from the community consultation in late 2020 to early 2021 for the renewal of the Boroondara Community Plan
- reviewing 11 submissions received during the public exhibition period of the draft Plan.

Feedback to inform the development of the Plan was also sought from the Community Disability Advisory Committee at the following five meetings: 15 June 2022, 14 September 2022, 15 February 2023, 31 May 2023 and 18 October 2023. Individual Community Disability Advisory Committee members also submitted feedback following the May 2023 meeting.

Table 2 provides an overview of the key stages of consultation, research and development that informed the Plan.

Table 2: Summary of Plan's research, consultation and development stages

Stage	Description
Stage 1	Evaluation of Disability Action Plan 2018-22 and other relevant Council plans, policies and strategies.
Stage 2	Research and benchmarking of relevant data, research, reports, plans and legislation.
Stage 3	Community and service provider consultation including surveys (available in Easy Read, hard copy and online) and in-depth interviews.
Stage 4	Workshops with community members and organisations (including consultation with CDAC).
Stage 5	Draft Plan development.

Stage	Description
Stage 6	Public exhibition of the draft Plan.
Stage 7	Minor revision to the Plan in response to community submissions.

A summary of the community consultation undertaken in 2022 was presented at the 11 September 2023 Services Delegated Committee meeting, when Council endorsed the draft Plan for public exhibition from 12 September to 10 October 2023.

During key stages, opportunities to comment on the draft Plan were widely promoted via the following channels:

- Council's Engage website and social media
- the print and digital edition of the October Boroondara Bulletin
- electronic direct mail to the 'keep informed' list
- Council department e-newsletters, which go out to various groups and services in the Boroondara community
- direct emails to community groups and organisations
- internal staff communications.

Once the Plan is adopted by Council, it will be published on the website, key stakeholders will be informed, and an event will be held in early 2024 to officially launch the Plan.

6. Financial and resource implications

The preparation of the Plan was undertaken within the operational budget of the Community Planning and Development Department. The actions in the Implementation Plan in Appendix 1 of **Attachment 1** will be undertaken within the operational budget or capital works budget of the relevant departments. A grant opportunity has been sought for Action 13, which seeks to pilot co-design. A grant opportunity may be sought for Action 2, which will deliver a communication campaign to increase the community's understanding of disability.

7. Governance issues

No officers involved in the preparation of this report have a general or material conflict of interest requiring disclosure under chapter 5 of the Governance Rules of Boroondara City Council.

The recommendations contained in this report are compatible with the Charter of Human Rights and Responsibilities 2006, as it does not raise any human rights issues.

8. Social and environmental issues

Improving access and inclusion for people with disability is essential for ensuring people with disability can participate fully in community life. Council recognises making Boroondara more accessible and inclusive for people with disability improves access for everyone and will have economic, social and health benefits for all community members. The Plan:

- builds on Council's work to date under the previous Disability Action Plan 2018-2022

- guides work across Council to improve access and reduce barriers to participation in all aspects of Boroondara community life.

9. Evaluation and review

An evaluation plan will be developed with feedback and advice from the Community Disability Advisory Committee to assess progress towards the outcomes and impacts of the actions. The actions in the Plan will be monitored through Council's internal corporate reporting system. The progress of actions in the Plan will also be reported in Council's Annual Report in line with the requirements under the *Victorian Disability Act 2006* and an update will be provided annually to the Community Disability Advisory Committee.

As noted above, the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability presented its final report to the Australian Government on 29 September 2023. Council officers will review the recommendations from the report and the response from the Victorian Government in March 2024 and any implications will be considered in the development of the implementation plan for the final two years of the Plan.

The Victorian Government is currently considering the purpose and reporting requirements of disability action plans as parts of its review of the *Victorian Disability Act 2006*. A review of the National Disability Insurance Scheme (NDIS) is also currently being undertaken with the final report provided to the Minister for the National Disability Insurance Scheme in October 2023 and has not yet been made public. Council officers will continue to monitor progress of the review of the *Victorian Disability Act 2006* and the NDIS Review, and any implications will be considered in the development of the implementation plan for the final two years of the Plan.

A new implementation plan is scheduled for development in 2026. The Plan is scheduled to be refreshed and updated in 2028.

10. Conclusion

The Plan is informed by an extensive community consultation process and will ensure Council continues to improve access and inclusion for people with disability in Boroondara. An event will be held in early 2024 to officially launch the Plan.

Manager: **Fiona Brown, Manager Community Planning and Development**

Report officer: Cassandra Chatwin-Smith, Social Inclusion Policy and Project Officer



Boroondara Disability Access and Inclusion Plan 2024-2028

December 2023

Acknowledgement of Traditional Owners

The City of Boroondara acknowledges the Wurundjeri Woi-wurrung people as the Traditional Owners and original custodians of this land, and we pay our respects to their Elders past and present.

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Thank you

The City of Boroondara would like to thank the people with disability, their families, and carers who took part in the consultation for this Plan. We recognise they may have faced barriers to participate. We appreciate their time, experience, and stories.

Thank you to the community groups and organisations who shared their experiences, ideas, and connected us with community members during the consultation.

Finally, thank you to the Boroondara Community Disability Advisory Committee members for their support, advice, and guidance in developing the Boroondara Disability Access and Inclusion Plan 2024-28.

1. Introduction

The Boroondara Disability Access and Inclusion Plan 2024-28 (the Plan) is the City of Boroondara's sixth disability action plan. The Plan demonstrates Council's continued commitment to making our City more inclusive and accessible for people with disability. It aims to build on the achievements of our previous plans and recognises improving access to places and spaces and opportunities for participation in the civic, economic and social fabric of our City is an ongoing journey.

Our vision for the Plan is:

An inclusive and accessible Boroondara where people with disability participate in community life, have equal opportunities, and feel proud of who they are.

Council's key strategic document is the Boroondara Community Plan 2021-31 and includes a community vision for 'a sustainable and inclusive community.' The Plan supports our community's vision in the Boroondara Community Plan 2021-31.

The Plan's purpose is to continue to promote equality and reduce, remove, and prevent external barriers for people with disability. According to the World Health Organisation 'barriers are factors in a person's environment that, through their absence or presence, limit functioning and create disability'. For example, inaccessible physical environments, a lack of appropriate assistive technology, and negative attitudes towards people with disability.¹ Council recognises that making Boroondara more accessible and inclusive for people with disability will have economic, social and health benefits for all community members.

The Plan is guided by the following principles that are informed by the *United Nations Convention on the Rights of Persons with Disabilities* and the *Victorian Charter of Human Rights and Responsibilities*:

- disability is a natural aspect of human diversity
- everyone has equal access, rights and opportunities
- people with disability are free to make their own choices and be respected for who they are
- people with disability are experts in their own lives and need to be involved in decision-making that impacts them
- people with disability have the right to be included in society as anybody else
- barriers to disability inclusion can be impacted by intersectionality. Intersectionality is when different aspects of a person's identity such as disability, race, class, gender, and sexual identity can compound discrimination and disadvantage.²

The Plan meets Council's requirements in the *Victorian Disability Act 2006* to develop a disability action plan. It applies a whole-of-Council approach as used in previous plans. This joint approach will make sure accountability and leadership are embedded across Council.

This Plan will guide Council's efforts to improve Boroondara for people with disability. It provides a four-year vision and two-year implementation plan (see **Appendix 1**) for delivering actions. A new implementation plan will be developed for the final two years of the Plan. This will make sure the actions stay relevant and respond to current and emerging issues and opportunities. The key achievements of the previous Boroondara Disability Action Plan 2018-2022 are shown in **Appendix 2**.

1.1. Corporate framework



Figure 1: Council's integrated planning and reporting framework

As shown in Figure 1, the Boroondara Community Plan 2021-31 (BCP) is Council's key strategic document. The 10-year BCP includes the:

- Community Vision
- 4-year Council Plan
- 4-year Municipal Public Health and Wellbeing Plan.

The BCP sets the strategic direction for the City of Boroondara and includes seven priority themes and six health priorities. It outlines how we will deliver our community's aspirations, and protect, improve and promote our community's health and wellbeing.

The BCP's vision, wellbeing commitment, themes and health priorities guide the Boroondara Disability Access and Inclusion Plan 2024-2028.

1.2. Council's role

There are various roles Council can play to implement the actions in this Plan. The key roles include Council being a planner, policymaker, service provider, advocate, landowner, funder, enabler, partner and employer.

By implementing the actions in this Plan, Council intends to improve access and inclusion for people with disability in the Boroondara community and as employees of Council.

1.3 Key concepts

1.3.1 Definition

The concept of disability is broad and evolving. Our definition of disability is based on the *United Nations Convention on the Rights of Persons with Disabilities* and Inclusive Victoria: state disability plan 2022-2026. We define disability as meaning a long-term impairment that when interacting with various external barriers, prevents or limits community participation.

An impairment can be:

- physical
- mental health
- intellectual
- cognitive
- learning
- communication
- sensory.

It can be permanent, episodic, visible, or invisible.

1.3.2 Understanding disability

This definition is informed by what is referred to as the social model of disability. This concept was created by people with disability. It recognises that barriers in a community or environment can prevent or limit community participation. This means a website not being screen reader friendly is disabling, not a person's need to use a screen reader. Another example is a flight of stairs with no ramp or lift into a building is disabling not a person's need to use a wheelchair. Using the social model of disability means Council can strive to better detect, remove and prevent external barriers for people with disability.

This model also gives people with disability more autonomy, choice, and self-determination.³ It supports the human rights of people with disability to make their own choices, be seen as individuals and respected for who they are, have equal opportunities and access and be included in society as anybody else.

1.3.3 Language

Disability is understood in different ways in our community. Factors such as experience, identity, and culture can shape peoples' notions of disability. This means people can have different preferences for how their disability is described. We understand that language and people's language preferences can change.

We use 'person-first' language in this Plan. This language supports a person's right to be understood without reference to their disability. An example of this language is saying 'person with disability'. Person-first language is important to many people with disability.

We also understand that many people with disability prefer 'identify-first' language, as they consider their disability a key part of who they are. An example of this language is saying 'disabled person'.

Council respects people's right to choose how they are described. When people share their preferences with us (i.e., person-first or identify-first language), Council will endeavour to refer to people according to their preferences.

2. Background

2.1. Community snapshot

People with disability are diverse. Culture, language, sexuality, gender identity, age, ability, socioeconomic status, and life experiences differ amongst people with disability.⁴ People's experience of disability also differs, as disability can be:

- visible
- invisible
- permanent

- episodic
- from birth
- happen at any point during someone's life.

Outlined below are some statistics about disability in Australia and Boroondara.

Australia

- 17.7% of people in Australia (about 4.4 million people) are estimated to have disability. Of this number, 32% (about 1.4 million people) have a severe or profound disability.⁵
- The prevalence of disability generally increases with age. In Australia:
 - 7.6% of children aged 0-14 have disability
 - 9.3% of people aged 15-24 have disability
 - 13% of people aged 25-64 have disability
 - 50% of people aged 65 and over have disability.⁶
- For about three in four (76.8%) people with disability, the main type of disability (that is, their main condition or the one causing the most problems) is physical. For the remaining one in four (23.2%), the main type of disability is mental or behavioural.⁷
- One in every four people with disability in Australia are culturally and linguistically diverse.⁸
- Indigenous Australians are 1.9 times as likely as non-Indigenous Australians to have disability or restrictive long-term health condition.⁹
- 39% of LGBTQIA+ people aged 14 to 21 identify as having disability or a long-term health condition.¹⁰
- Nationally just under five out of 10 (47.8%) people with disability are employed compared with eight in 10 (80.3%) people without disability.¹¹
- In Australia, 41% of people with disability aged 15 to 64 have income from wages or salary, compared with 73% of people without disability.¹²

Boroondara

- 11.4% of Boroondara residents, around 20,500 people, are estimated to have disability.¹³
- In 2021, 4.5% of Boroondara residents, 7,516 people, are estimated to have a severe or profound disability compared to 5.8% of residents across Australia.¹⁴
- More females in Boroondara have disability than males.¹⁵
- Compared to Boroondara residents aged under 65, residents aged 65 and over have 10 times the rate of severe or profound disability.¹⁶
- In Boroondara, there are 2,395 active participants of the National Disability Insurance Scheme (NDIS). The most common primary disabilities of these active NDIS participants are:
 - autism (849)

- psychosocial disability (310)¹⁷
 - intellectual disability (305)
 - developmental delay (188).¹⁸
- The most common age groups represented as active NDIS participants in Boroondara are:
 - 7 to 14 years (591)
 - 55 to 64 years (325)
 - 0 to 6 years (298)
 - 45 to 54 years (252).¹⁹
- In Boroondara, 24 active NDIS participants identified as Indigenous (or 1.0%) and 305 (or 12.7%) identified as culturally and linguistically diverse.²⁰
- 14.3% of Boroondara residents are carers, which is higher than the national average of 11.9%.^{21,22}
- 60.0% of carers in Boroondara are female.²³

2.2. Policy context

This Plan is informed by the following international, national and state legislative frameworks and policies. These work together to uphold and protect the rights of people with disability.

International

- [The Convention on the Rights of Persons with Disabilities \(CRPD\)](#)

National

- [Australia's Disability Strategy 2021-2031](#)
- [National Disability Insurance Scheme \(NDIS\)](#)
- [Disability Discrimination Act 1992 \(DDA\)](#)
- [Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability](#)

State

- [Charter of Human Rights and Responsibilities Act 2006](#)
- [Victorian Disability Act 2006](#)
- [Inclusive Victoria: state disability plan 2022-2026](#)
- [Victorian Autism Plan.](#)

3. Methodology

The development of this Plan was informed by five stages of consultation and research including:

- Stage 1 - Evaluation
- Stage 2 - Research and benchmarking

- Stage 3 - Community and service provider consultation
- Stage 4 - Workshops with community members and organisations
- Stage 5 - Plan development.

The opportunity to participate in the community consultation was promoted extensively through disability groups, organisations, and networks to ensure we reached people with disability, their families, carers, advocates, support organisations, specialist schools and businesses with links to the disability sector. A variety of accessible communication methods and tools were also used. These included:

- instructional information in plain language, Easy Read and Auslan
- an online and paper plain language survey
- an online and paper Easy Read survey
- an option to provide submissions in a written, audio or video format
- interviews with community members and representatives from organisations
- workshops with people with lived experience of disability or those who work in the disability sector.

Workshops were also held with the Boroondara Community Disability Advisory Committee to seek their feedback and advice to inform the development of the Plan.

Through the five stages of consultation and research Council gathered feedback from 350 community members and organisations. This included hearing from 211 people through the community consultation for the development of this Plan and analysing 139 responses that included references to disability access and inclusion from the community consultation in late 2020 to early 2021 for the renewal of the Boroondara Community Plan. This enabled Council to gain a greater understanding of the challenges faced by people with disability and opportunities to increase access and inclusion. A detailed description of the five stages of research and consultation and who we heard from is provided in a separate consultation report of this Plan.

4. What we heard

Outlined below is a list of the topics raised during the community consultation to inform the development of the Plan.

It is important to note some of the ideas raised fall outside Council's scope of work or services. However, where appropriate, Council advocates to other levels of government on issues or plays a role in facilitating partnerships between different groups in the community.

The key topics that emerged in the consultation were:

- more accessible spaces, amenities, and infrastructure in Boroondara

- more communication by Council in accessible formats about services, programs and supports for people with disability
- more inclusive opportunities for recreation, community and social participation
- Council to demonstrate leadership in disability access and inclusion and to upskill its staff
- Council to support 'nothing about us without us', which is to involve people with disability in decision-making that impacts their lives
- Council and the community to support and encourage disability pride (i.e., taking pride in and celebrating people with a disability in our community)
- improving community attitudes towards people with disability
- better accessibility moving around Boroondara
- concerns about safety moving around in the community for people with disability
- appropriate and affordable housing for people with disability
- more employment opportunities for people with disability
- issues with accessing health services and the NDIS
- issues with funding models for disability organisations
- disability organisations experiencing issues providing supports and services due to volunteer shortages.

These findings provided the foundation for the development of the vision, themes, strategic objectives, and actions in this Plan. For a high-level overview of each of these topics see the separate consultation report for this Plan.

5. Plan objectives

The Plan has five themes, which emerged from our consultation and research. They are:

1. Theme 1 - Celebration and belonging
2. Theme 2 - Access and safety
3. Theme 3 - Inclusive community
4. Theme 4 - Employment and volunteer opportunities
5. Theme 5 - Participation in decision-making.

Strategic objectives have been developed for each theme and reflects what the community told us they want achieved for our City. The strategic objectives reflect the aspirations of our community and Council is committed to working towards realising these strategic objectives. We recognise that the journey to achieve them will take longer than the life of this Plan and will be an ongoing process for Council. However, Council cannot do this alone - it will require effort and input from other tiers of government, organisations and the community.

Theme 1: Celebration and belonging

Strategic objective: People with disability feel accepted by the community and can feel proud of their identity.

Theme 2: Access and safety

Strategic objective: Boroondara's places and spaces are safe and easy to access and use for people with disability.

Theme 3: Inclusive community

Strategic objective: Boroondara is inclusive and people with disability can participate in social and community life.

Theme 4: Employment and volunteer opportunities

Strategic objective: There are employment and volunteer opportunities for people with disability in Boroondara.

Theme 5: Participation in decision-making

Strategic objective: People with disability have opportunities to participate in decision-making that affects their lives.

6. Implementing the Plan

To ensure the Plan remains relevant and achievable, it will provide a four-year vision and include two-year action plans for implementing initiatives. Actions in the first two years of the Plan will be reviewed to determine the actions for the last two years. This will ensure actions remain fit for purpose and consider contextual changes. The implementation plan for the first two years of the Plan is included in **Appendix 1**.

7. Monitoring and evaluating the Plan

Council will regularly monitor, report, and evaluate our performance in delivering on the Plan. Council is committed to working with people with disability, their families, carers, community groups, organisations, and the broader community to implement the Plan.

To monitor progress and support implementation of the Plan we will:

- develop an evaluation plan with input and advice from the Boroondara Community Disability Advisory Committee that will include an outcomes' framework
- report against actions in Council's internal corporate reporting system
- publish Council's progress in our Annual Report, as per our requirements under the *Victorian Disability Act 2006*

- provide a yearly update to the Boroondara Community Disability Advisory Committee on the progress of actions in the Plan
- conduct a review at the two-year mark of the Plan. This is to ensure we continue to make progress with the Plan and reflect the aspirations and priorities of people with disability in our community
- monitor the progress of the Disability Inclusion Bill, the Disability Royal Commission and the NDIS Review and review and incorporate any new requirements and recommendations
- regularly seek input from the Boroondara Community Disability Advisory Committee, which includes members of the community and local stakeholders with connections to disability
- refresh and update the Plan in 2028.

7.1. Accountabilities

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

Social Inclusion Policy and Project Officer

(03) 9278 4017

dap@boroondara.vic.gov.au

To request this document in your preferred accessible format, contact us using any of the methods below.

- **Online**
[Make an enquiry.](#)
- **Phone**
Call us anytime on [\(03\) 9278 4444.](tel:(03)92784444)
- **Email**
You can email boroondara@boroondara.vic.gov.au
We check our emails during business hours and will get back to you as soon as we can.
Business hours are Monday to Friday, 8:30am to 5:15pm.
- **In person**
Come to the customer service counter at our Council offices at 8 Inglesby Road, Camberwell Victoria 3124.
Opening hours are Monday to Friday, 8:00am to 5:15pm.
- **Mail**
Write to us at:
Private Bag 1, Camberwell Victoria 3124.

You can contact Council using several accessibility services, including those listed below.

- [National Relay Service](#) (NRS) helps people to make and receive calls.

- **TTY (Teletypewriter)**
Call [133 677](tel:133677) then ask for [\(03\) 9278 4444](tel:0392784444).
- **Voice Relay**
Call [1300 555 727](tel:1300555727) then ask for [\(03\) 9278 4444](tel:0392784444).
- **NRS Chat (internet relay)**
[Make an NRS Chat call](#) on the NRS website, then enter [\(03\) 9278 4444](tel:0392784444).
- **Interpretation services**
For information in your preferred language, call our free interpreter service on [\(03\) 9278 4002](tel:0392784002).

8. References

8.1. Definitions

Ableism: discrimination or prejudice towards people with disability. It is based on the false belief that people with disability are less worthy of respect and consideration, less able to contribute to or participate in society or of less value than people without disability. It allows people without disability to exclude and oppress people with disability.

Accessibility: the extent to which people with disability can access something like an office, worksite or public area.

Co-design: the process of involving people with disability in designing, delivering and evaluating a policy, program or service.

Disability pride: is a movement that supports people with disability to feel safe to celebrate their identity, culture and community. It is about shunning the negative view of disability or the idea that disability makes a person less valuable. It supports people with disability to feel proud of who they are.

Inclusive: everyone can take part and feels like they belong.

Invisible disabilities: also known as hidden disabilities or non-visible disabilities is a broad term which can include any disability that may not be immediately apparent to others. Some examples of invisible disabilities include:

- physical conditions (e.g., chronic pain, diabetes)
- mental health conditions (e.g., Post Traumatic Stress Disorder, depression, anxiety)
- neurological conditions (e.g., epilepsy)
- neurodiversity (e.g., autism, ADHD, dyslexia).²⁴

Universal design: making spaces, policies and programs that are inclusive, accessible and can be used independently by all people.²⁵

Appendix 1: 2024-26 Implementation Plan

The implementation plan includes actions Council will undertake over the first two years of the Disability Access and Inclusion Plan 2024-28. Another implementation plan will be developed for the final two years of the Plan. Operating budget and capital works budget in the table below means the annual budget for the relevant teams will cover the activity. It does not require additional project funding or funding from other sources. Grant opportunities may be sought for actions 2 and 13 to enhance what can be delivered.

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
1.	Theme 1 - Celebration and belonging	Engage people with disability including from diverse backgrounds and community organisations to hold a minimum of two community activities or events annually to recognise/celebrate dates of significance to people with disability (e.g., International Day of People with Disability).	Community Planning and Development Support: Arts and Culture Health and Wellbeing Services Library Services Liveable Communities	People with disability feel that their contributions and achievements are celebrated and acknowledged.	<ul style="list-style-type: none"> Number of events held by Council. Number of people with disability engaged by Council to partner/deliver events. Number of participants at events. Participant feedback from events. 	Operating budget
2.	Theme 1 - Celebration and belonging	Consult with people with disability to develop and deliver a communication campaign that increases the community's understanding of disability and addresses discrimination towards people with disability (also known as ableism).	Community Planning and Development Support: Customer and Communications Health and Wellbeing Services Arts and Culture	People with disability feel included in the community and experience less disability related discrimination.	<ul style="list-style-type: none"> Number of people with disability involved in the development of the campaign including members of the Boroondara Community Disability Advisory Committee. Number of opportunities to promote the campaign through Council's communication channels. Number of community interactions with the campaign (e.g., comments, discussions). Feedback from participants involved in the campaign. 	Operating budget or grant opportunity

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
3.	Theme 1 - Celebration and belonging	Increase knowledge and understanding within Council by researching and incorporating best practice access and inclusion, accessible communication, and universal design principles and capturing these learnings in planning tools for use by the whole organisation.	Community Planning and Development	Council staff have a greater understanding and apply best practice access and inclusion, accessible communication, and universal design principles in their work.	<ul style="list-style-type: none"> Number of professional development opportunities provided to Council staff. Number of staff who attend training sessions. Feedback from staff who attend training sessions. Number of tools, resources and articles promoted to staff that support access considerations for events and activities. 	Operating budget
4.	Theme 2 - Access and safety	New Council major capital works and renewals including facilities, playgrounds, parks, and shopping precincts incorporate Disability (Access to Premises - Buildings) Standards 2010 and the Australian Standards, and where possible incorporate universal design principles.	Capital Projects Environmental Sustainability and Open Space Support: Asset and Capital Planning Building Services Planning and Placemaking	Improved safety and access to Council's facilities and open spaces by people with disability.	<ul style="list-style-type: none"> Number of new Council major capital works and renewals projects that the Boroondara Community Disability Advisory Committee is advised about and consulted on. Major projects and renewals where assessment and feasibility is undertaken to incorporate universal design. Number of applications submitted for grant funding where there is an opportunity to support universal design in Boroondara facilities. Percentage of projects promoted through our Engage page in an accessible format. Number of district and regional playground renewals with at least 1-2 accessible pieces of playground equipment provided. 	Capital works budget

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
					<ul style="list-style-type: none"> Percentage of building projects issued with building permits involving disability access. 	
5.	Theme 2 - Access and safety	Continue to improve accessibility on paths of travel within parks and open spaces as well as streets and roads through maintaining and upgrading features such as accessible parking, tactile indicators, kerb access, signage, line markings, and infrastructure such as seating.	Traffic and Transport Asset and Capital Planning Environmental Sustainability and Open Spaces Support: Capital Projects Facilities Waste and Infrastructure	Increased safety and accessibility to Council's facilities and open spaces for people with disability.	<ul style="list-style-type: none"> Percentage of footpath inspections completed under the Road Management Plan, which includes inspection of tactile indicators and disability access. Percentage of footpath defects first response make safe actions completed within the timeframes specified in the Road Management Plan. Number of bus shelters installed or upgraded by the Victorian Government in response to advocacy from Council. Number of upgrades of accessible parking bays to meet current standards. 	Operating budget
6.	Theme 3 - Inclusive community	Encourage more community organisations and people with disability to apply for grants through the Community Strengthening Grants, Individual Participation Grants and the Community Arts Venue Grants for programs and activities for people with disability.	Community Planning and Development Health and Wellbeing Services Liveable Communities Arts and Culture	Increase opportunities for people with disability to participate in social and community life.	<ul style="list-style-type: none"> Number of projects funded that demonstrate opportunities for participation by people with disability. Number of improvements identified and completed related to the accessibility of the current grants program. Number of capacity building opportunities provided to potential grant recipients through information 	Operating budget

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
					sharing and the Community OnBoard program.	
7.	Theme 3 - Inclusive community	Increase the participation of children, young people and adults with disability in our families, youth, active ageing, libraries, sports and recreation, and arts and culture programs.	Health and Wellbeing Services Arts and Culture Liveable Communities Support: Library Services	Increased opportunities for people with disability to participate in Council programs and activities.	<ul style="list-style-type: none"> Number of partnerships that support inclusive programs and activities. Number of disability inclusive programs that include disability access considerations such as Auslan and relaxed. Number of artists with disability and disability organisations featured in the community exhibition program. Website traffic on Boroondara's accessible sport and recreation offerings webpage. 	Operating budget
8.	Theme 3 - Inclusive community	Ensure Council's website is accessible by complying with the latest version of the Web Content Accessibility Guidelines (WCAG) and provide content to support greater understanding of accessible facilities, parks, playgrounds, programs and activities in Boroondara.	Digital Experience Community Planning and Development Support: Arts and Culture Strategic Communications Environmental Sustainability and Open Spaces Customer and Communication Asset and Capital Planning Health and Wellbeing Services	People with disability can use Council's website and information about disability access in Boroondara is easy to find on the website.	<ul style="list-style-type: none"> Number of priority documents on Council's website audited and remediated to ensure they comply with the latest version of the Web Content Accessibility Guidelines (WCAG). Feedback from the Boroondara Community Disability Advisory Committee on the disability access webpages. Number of visits to disability access pages. Number of consultations that include an access service and consideration like Easy Read, sensory items, Auslan interpretation or subtitled video. 	Operating budget

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
			Library Services		<ul style="list-style-type: none"> Percentage of venues on the enterprise booking tool that include accessibility information. Feedback from user testing by people with disability provided as required. 	
9.	Theme 4 - Employment and volunteer opportunities	Build knowledge and skills within Council to be a more accessible and inclusive workplace for people with disability.	People, Culture and Development Support: Customer and Communication	Council is a more accessible and inclusive workplace.	<ul style="list-style-type: none"> 100% of actions implemented in Council's Workforce Diversity and Inclusion Strategy 2022-25. Number of staff who undertake disability related training or workshops. Number of Diversity and Inclusion Working Group meetings. Number of HR policies reviewed for accessibility requirements as they fall due. Feedback provided in anonymous survey on the level of engagement of staff with disability. 	Operating budget
10.	Theme 4 - Employment and volunteer opportunities	Promote the benefits of being accessible and inclusive for people with disability to volunteer organisations.	Community Planning and Development Support: Customer and Communication	People with disability engaged in volunteer opportunities.	<ul style="list-style-type: none"> Number of disability related training sessions provided to volunteer organisations. Number of participants in training sessions. Evaluation of volunteer organisations disability confidence following training. Number of resources provided to volunteer organisations that promote the benefits and note the legal 	Operating budget

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
					obligations of improving access for people with disability. <ul style="list-style-type: none"> Number of volunteers with disability referred through the BVRRC. 	
11.	Theme 4 - Employment and volunteer opportunities	Facilitate the delivery of a disability inclusive employment pilot program with relevant partners, which places local people with disability into meaningful employment with local businesses.	Liveable Communities Community Planning and Development Support: Customer and Communication	People with disability engaged in ongoing meaningful employment by local businesses in Boroondara.	<ul style="list-style-type: none"> Number of local businesses that participate in the pilot. Number of people with disability that participate in the pilot. 	Operating budget
12.	Theme 4 - Employment and volunteer opportunities	Review Council's procurement policy to identify ways to enhance social procurement opportunities.	Chief Financial Office Community Planning and Development Support: Liveable Communities	Employment and volunteer opportunities for people with disability.	<ul style="list-style-type: none"> An enhanced procurement policy which facilitates social outcomes such as employment opportunities for people with disability. 	Operating budget
13.	Theme 5 - Participation in decision-making	Identify a pilot project to co-design with people with disability and organisations to inform Council's approach to co-designing projects.	Community Planning and Development	People with disability inform the development and delivery of a Council project.	<ul style="list-style-type: none"> Co-design process identified for Boroondara. Number of external stakeholders consulted to inform the co-design pilot, including people with disability. Feedback from Boroondara Community Disability Advisory Committee and Council staff involved in the project. 	Operating budget and grant opportunity

Action No.	Theme	Action	Responsibility	Outcome	Measures	Resources Required
14.	Theme 5 - Participation in decision-making.	In collaboration or consultation with people with disability and community partners, advocate to the Victorian and Australian governments, and peak bodies, to address social, equity, health and wellbeing issues that impact people with disability (e.g., NDIS, mental health, social isolation, people sleeping rough, family violence, built environment and public transport).	Community Planning and Development	Improved social, economic, health and wellbeing outcomes for people with disability.	<ul style="list-style-type: none"> Number of advocacy opportunities identified in consultation with disability organisations and the Boroondara Community Disability Advisory Committee. Number of advocacy submissions. Outcomes of advocacy submissions. 	Operating budget
15.	Theme 5 - Participation in decision-making	Develop a detailed evaluation plan to measure the success of the actions in the Disability Access and Inclusion Plan 2024-28 with input and advice from the Boroondara Community Disability Advisory Committee.	Community Planning and Development	People with disability inform the evaluation of the Boroondara Disability Access and Inclusion Plan 2024-28.	<ul style="list-style-type: none"> Feedback from the Boroondara Community Disability Advisory Committee on the development of the evaluation plan. Outcomes' framework identified. Evaluation plan reviewed and amendments identified. 	Operating budget

Appendix 2: Summary of the achievements of the Boroondara Disability Action Plan 2018-2022

Outlined below are some of the key achievements of the Boroondara Disability Action Plan 2018-22.

Council Grants

- Twenty-seven grants valued at \$180,259 were awarded through the Boroondara Annual Community Strengthening Grants and Triennial Operational Grants for projects and programs to support disability access and inclusion.

Facilities and environments

- Two Changing Places facilities were built in [Canterbury Community Precinct](#) and Victoria Park Regional Playground. Changing Places are fully accessible toilets with hoists. The Canterbury Community Precinct facility was funded by a grant from the Victorian Government.
- [Victoria Park Regional Playground](#) was redeveloped to offer a genuinely inclusive experience.
- The Y (formerly known as the YMCA), in partnership with Disability Sport and Recreation and Council, was successful in receiving an AAA Grant for over \$130,000 from the Victorian Government to deliver the [Disability Sport and Recreation Hub](#). The project delivered a disability sports and recreation hub at Boroondara Sports Complex in December 2022.
- Ensuring the design of the Kew Recreation Centre is suitable for all ages, abilities, and caters to a wide range of health and wellbeing needs. The design also incorporates the Boroondara Stroke Support Hub.
- Planned for the integration of disability services in the Canterbury Community Precinct.

Events and programs

- The Y held an All Abilities Come and Try event at Boroondara Sports Complex on 10 April 2022. This event showcased six accessible sports, included 11 information stands, with around 250 people attending.
- The Boroondara Volunteer Resource Centre (BVRC) hosted the Volunteering and Disability Discussion Forum in 2022. The forum was part of BVRC's focus on building the capacity of member organisations to break down barriers to volunteering.
- In 2022, the BVRC released a [video resource for leaders of volunteers](#), to raise awareness of the barriers people with disability face when volunteering.
- The BVRC has received Volunteer Management Activity (VMA) 2022-2026 funding through Volunteering Victoria as part of a consortium with Eastern

Volunteers to develop a four-year strategy to reduce barriers to volunteering opportunities for three priority groups including people with disability.

- Developing [Access Keys](#), which provide access information and a visual story about a location and experience for all Boroondara Leisure and Aquatic Facilities, Kew Traffic School and the Boroondara Youth Hub.
- Boroondara Arts presented '[Through Our Eyes](#)' by QArt Studio, a community exhibition in 2022. The QArt Studio is a professionally operated art studio in Kew. Within the studio, artists with intellectual disabilities are given support by qualified managers to achieve the creative vision for their artworks and designs.
- Vision Australia completed usability testing of City of Boroondara's website in early 2023. The Digital team is currently actioning recommendations from the accessibility audit provided by Vision Australia.

Endnotes

- ¹ World Health Organization (2001), [*International classification of functioning, disability and health*](#).
- ² Victorian Government (2021), [*Understanding Intersectionality*](#).
- ³ Australian Federation of Disability Organisations (2019), [*Social Model of Disability*](#).
- ⁴ Department of Families, Fairness and Housing (2022), [*Inclusive Victoria: state disability plan \(2022–2026\)*](#).
- ⁵ Australian Bureau of Statistics (2018), [*Disability, ageing and carers, Australia: summary of findings*](#).
- ⁶ Australian Institute of Health and Welfare (2022), [*People with disability in Australia*](#).
- ⁷ Australian Institute of Health and Welfare (2022), [*People with disability in Australia*](#).
- ⁸ People with Disability Australia (2021), [*The Experiences and Perspectives of People with Disability From Culturally and Linguistically Diverse Backgrounds*](#).
- ⁹ Australian Institute of Health and Welfare (2019), [*1.14 Disability – AIHW Indigenous HPF*](#).
- ¹⁰ LGBTIQ+ Health Australia (2021), [*Snapshot of Mental Health and Suicide Prevention Statistics For LGBTIQ+ People October 2021*](#).
- ¹¹ Australian Bureau of Statistics (2018), [*Disability, ageing and carers, Australia: summary of findings*](#).
- ¹² Australian Institute of Health and Welfare (2022), [*People with disability in Australia*](#).
- ¹³ The Australian Bureau of Statistics defines disability as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for at least six months.
- ¹⁴ The 2021 Census defines severe or profound disability as sometimes or always needing help with daily self-care, mobility or communication activities because of disability, long-term health condition, or old age.
- ¹⁵ Australian Bureau of Statistics 2018, '2018 SDAC LGA modelled estimates' [data set], [*Disability, Ageing and Carers, Australia: Summary of Findings*](#), and Australian Bureau of Statistics 2016 and 2021, Core Activity Need for Assistance (ASSNP) by LGA and Type of Non-Private Dwelling (NPDD) [Census TableBuilder Pro], accessed 23 August 2023.
- ¹⁶ Australian Bureau of Statistics 2021, Core Activity Need for Assistance (ASSNP) by LGA, Age in Five Year Groups (AGE5P) [Census TableBuilder Pro], accessed 28 November 2023.

¹⁷ The NDIA defines psychosocial disability as disability that may arise from a mental health issue. Not everyone who has a mental health condition will have a psychosocial disability, but for people who do, it can be severe, longstanding and impact on their recovery. People affected by psychosocial disability may find it challenging to set goals and make plans, engage in education, training and employment and other social and cultural activities (Chess Connect, 2023).

¹⁸ The NDIA defines developmental delay as when a child's development is not at the level expected for their age, and significantly impacts their ability to perform daily routines and activities.

¹⁹ Not all people with disability in Boroondara are on the NDIS. People with disability over the age of 65 are underrepresented in the NDIS. Only a person who has been deemed eligible for the NDIS before they turn 65, can continue to access the scheme (while they remain eligible) after they turn 65. You are not eligible to apply for the NDIS if you are aged over 65.

²⁰ NDIS (March 2023), 'Participant numbers and plan budgets data March 2023 (CSV 6.1MB)' [data set], [Data Downloads](#), accessed 23 August 2023.

²¹ The 2021 Census defines a carer as someone who spent time during the 2 weeks prior to Census night providing unpaid care to family members or others because of a disability, long term illness or problems related to old age.

²² .id (2022), [City of Boroondara: Unpaid care](#).

²³ Australian Bureau of Statistics (2021), [Unpaid Assistance to a Person with a Disability \(UNCAREP\)](#) by LGA, Age and Sex [Census TableBuilder Pro], accessed 24 October 2022.

²⁴ Victorian Equal Opportunities & Human Rights Commission (2022), [Public statement: Invisible disabilities](#).

²⁵ Department of Families, Fairness and Housing (2023), [Disability](#).

Attachment 2 - Feedback on the Draft Boroondara Disability Access and Inclusion Plan 2024-28 and Council's response

How to read this table:

Column 1: Feedback item number and respondent type. This column notes if the respondent was an individual or responding on behalf of an organisation. Where names were provided, they have been withheld to ensure the anonymity of respondents.

Column 2: Feedback. Where feedback covers multiple topics, these have been responded to separately under corresponding bold headings in column 2 and 4. Where a submission included extensive background commentary, only verbatim excerpts which highlight key points relating to the Boroondara Disability Access and Inclusion Plan 2024-28 have been included.

Column 3: Relevant themes. The most relevant theme/s from the Plan are listed.

Column 4: Council's response to feedback. Council's responses to the submission including changes to the Plan.

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
1. Organisation response	<p>Accessibility of infrastructure</p> <p>██████████ Group members found the most important issue identified in Council's report to be "Theme 2 - Access and Safety" which also relates to the "20-minute neighbourhood concept".</p> <p>Many of its members have difficulty walking or otherwise maintaining balance ██████████ and must use wheelchairs, wheelers or canes to assist them. Using these pieces of equipment while crossing a roundabout (which has no zebra crossing) or navigating along a pavement (which isn't level or has no drop to the next pavement) can be dangerous. If Council could make this issue a priority i.e., "fixing" infrastructure - it would allow ██████████ community members who have difficulties walking, with the ability to freely access the amazing Boroondara neighbourhood.</p>	Theme 2 - Access and Safety	<p>Accessibility of infrastructure</p> <p>Council is committed to continuing to improve the accessibility of paths of travel and this will be undertaken through Action 5 in the Plan:</p> <ul style="list-style-type: none"> Continue to improve accessibility on paths of travel within parks and open spaces as well as streets and roads through maintaining and upgrading features such as accessible parking, tactile indicators, kerb access, signage, line markings, and infrastructure such as seating.

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
2. Individual	<p>There are some serious omissions in this Plan, primarily related to transport.</p> <p>Public Transport Accessibility</p> <p>While there is one mention of bus stop access, there is no mention of train or tram accessibility. These are both serious issues in Boroondara.</p> <p>Most railway stations in Boroondara are not fully accessible. While all have ramps, these are – by Metro Trains' own admission – too steep or otherwise unsuitable for independent use by people in wheelchairs. Most stations have no lifts or other alternative access points.</p> <p>Similarly, there are only two accessible tram stops in the entire municipality (Hawthorn Bridge and North Balwyn tram terminus). It means that a large section of the community is completely unable to access essential transport services. This is an appalling indictment on the State Government and general state of the public transport network.</p> <p>Both of these items, specifically, should be included in the Plan. Moreover, Council must list specific actions that it will take to help address these in the Plan. I recognise that public transport is the responsibility of the State Government, but there are many things that Council could do to move things along.</p> <p>This could include:</p> <ul style="list-style-type: none"> a public commitment to accessible tram stops from the Council chamber public commitments to street designs that specifically include accessible tram stops in key locations (e.g. shopping strips) 	<p>Theme 2 - Access and safety</p> <p>Theme 5 - Participation in decision-making</p>	<p>Public Transport Accessibility</p> <p>Council is aware of the need for better access to several train stations and more accessible tram stops. With the latter, the draft Glenferrie Place Plan includes recommendations for accessible tram stops.</p> <p>Council has advocated to the Victorian Government for disability access improvements to both the train and tram network in Boroondara.</p> <p>Council is committed to continuing to advocate on this issue through Action 14 in the Plan.</p> <p>The wording of Action 14 in the Implementation Plan on page 23 has been amended to highlight the role that Council plays in advocating for improvements to public transport. The change is shown below with the new wording underlined:</p> <ul style="list-style-type: none"> In collaboration or consultation with people with disability and community partners, advocate to the Victorian and Australian governments, and peak bodies, to address social, equity, health and wellbeing issues that impact people with disability (e.g., NDIS, mental health, social isolation, people sleeping rough, family violence, built environment and <u>public</u> transport).

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
	<ul style="list-style-type: none"> public commitments that, where needed, some on-street car parking can be removed to allow vulnerable community members to use the public transport network targeted advocacy to the State Government for funding to design and construct accessible stops. <p>Cycling</p> <p>Cycling is an increasingly important piece of the transport puzzle for people with a disability. There are already many people with a disability for whom a bicycle is the only way to get around independently and a highly valued, essential tools for everyday living.</p> <p>The recent surge in popularity of ebikes has only accelerated this trend and opened up cycling to more people with a disability. Other types of bikes commonly used include recumbent bikes.</p> <p>Despite all of this, cycling is not mentioned once in the Action Plan.</p> <p>With this in mind, I believe the following three aspects must be included in the Action Plan</p> <ul style="list-style-type: none"> Parking: most bicycle parking is not designed to accommodate larger bikes, like ebikes and recumbent bikes. Council must ensure, or at the very least encourage, both private and public bicycle parking to be designed to be accessible and located as close as possible to destinations – exactly as we already do with accessible car parking. Infrastructure: while Boroondara has many good-quality off-road paths, the lack of safe on-road infrastructure is very noticeable. Almost none of it is of a standard that is 		<p>Cycling</p> <p>In line with Council's adopted Bicycle Strategy 2022, there is a key initiative in providing improved quality and quantity of bike parking and end-of-trip facilities.</p> <p>Specifically, the associated Implementation Plan includes:</p> <ul style="list-style-type: none"> Undertake a review of existing bike parking facilities and implement an action plan to deliver high quality bike parking at key locations including: <ul style="list-style-type: none"> within activity centres and shopping centres (including potential conversion of some vehicle parking bays into bicycle parking - i.e., providing a bicycle corral) near major tram stops and some train stations, to complement stations with Parkiteer cages or to support stations without Parkiteer cages along the network, including recreational routes and other major routes within secondary and tertiary institutions within community facilities such as libraries. <p>This is a medium-term action and earmarked for Stages 2 and 3 in the Implementation Plan during 2024/25 and 2025/26. Provision for larger bikes, e-bikes and recumbent bikes will be considered as part of the review and installation of bike parking infrastructure.</p>

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
	<p>accessible and inclusive for all, most notably for people with a disability. Council must commit to installing safe on-road cycling infrastructure that is suitable for people of all ages and abilities to use so that people with a disability in particular can get where they need to go safely and pleasantly.</p> <ul style="list-style-type: none"> • Surface material: many paths in Boroondara are unsealed. While in some cases this is perfectly acceptable to help maintain a natural environment, in other cases it appears to be no more than a hangover from the past or a local political issue. Council needs to consider the needs of people with a disability when making these decisions, as an unsealed path can often be much less stable and even not traversable, particularly by people in wheelchairs. 		<p>Council will also be contributing to a Department of Transport and Planning (DTP) Discussion Paper, which aims to introduce minimum rates and new design standards for bicycle parking and end of trip facilities as part of the Planning Scheme.</p> <p>With respect to on-road bicycle infrastructure, Council is implementing a range of improvements to its on-road cycling network in line with recommendations in its adopted Bicycle Strategy 2022.</p> <p>It includes a key initiative in improving bicycle safety along main roads and intersections through the implementation of on-road cycle infrastructure treatments, which respond to the existing road corridor environment.</p> <p>Proposals are currently being developed for Willsmere Road and Kilby Road.</p> <p>Improvements for on-road bicycle lanes at Tee Intersections to improve safety in Highfield Road and Willsmere Road are also proposed for the 2023/24 financial year.</p> <p>For main roads under the control of the DTP, officers also advocate and work with the DTP to develop the Strategic Cycling Corridor network within Boroondara, which includes the on-road network.</p> <p>Boroondara contains a mix of formal shared paths that are sealed and informal gravel paths.</p> <p>Council's emphasis on gravel paths focuses on maintenance and reconstruction and compliance with current standards as unsealed paths. Well maintained gravel paths are suitable for access. For identified paths with ongoing high levels of maintenance and drainage affecting safety and access, consideration can be given to</p>

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
			<p>sealing of these paths. This will be considered on an individual basis.</p> <p>The formal shared path network is sealed and encompasses the main four trails in Boroondara in the Gardiners Creek Trail, Main Yarra Trail, Koonung Trail and the Anniversary/Outer Circle Trail. The emphasis on these paths is to create a high-quality off-road shared path network by upgrading existing paths in line with current standards and providing new links.</p> <p>Further details are included in the Bicycle Strategy 2022 and the associated Implementation Plan.</p>
3. Individual	<p>Disability statistics</p> <p>I would like to question the figures in the draft Plan as they only refer to the people registered with the NDIS under 65 years of age. Disability does not disappear when you move into Aged Care services at the age of 65.</p>	Theme 3 - Inclusive community	<p>Disability statistics</p> <p>The NDIS statistics were included to provide information about people with disability in Boroondara. Council understands the NDIS statistics are not representative of all people with disability, as not everyone with disability is on the NDIS and people over 65 are underrepresented in this data.</p> <p>To clarify this point in the Plan, a statistic has been added to highlight the prevalence of disability for people over 65 on page 9. The new statistic is shown below and underlined:</p> <ul style="list-style-type: none"> Compared to Boroondara residents aged under 65, residents aged 65 and over have 10 times the rate of severe or profound disability. <p>A corresponding reference to the source of this statistics has been added to the endnotes.</p> <p>An endnote has also been added on page 27 to clarify that the NDIS statistic underrepresents people with disability who are over 65, as shown below with the new wording underline:</p> <ul style="list-style-type: none"> The most common age groups represented as active NDIS participants in Boroondara are:

Feedback item number and respondent type	Feedback from community member	Relevant Plan Themes	Council's response to feedback
	<p>Support for people who move from NDIS to the Aged Care Sector</p> <p>I have worked with many people who have been diagnosed with many conditions that impact the person's ability to live in the community without support. They are put into another category of "aged" when the primary reason they need support is their disability. Has there been any planning for the people who move from NDIS support to the Aged Care Sector when their services run out? Many of these people have had lifelong struggles to get support, and as they age cannot get through the complicated process to be considered to be eligible for the NDIS. This is often due to a diagnosis that does not fit neatly into the NDIS list of conditions.</p>		<ul style="list-style-type: none"> ○ 7 to 14 years (591) ○ 55 to 64 years (325) ○ 0 to 6 years (298) ○ 45 to 54 years (252).¹⁸ <p><u>¹⁸ Not all people with disability in Boroondara are on the NDIS. People with disability over the age of 65 are underrepresented in the NDIS. Only a person who has been deemed eligible for the NDIS before they turn 65, can continue to access the scheme (while they remain eligible) after they turn 65. You are not eligible to apply for the NDIS if you are aged over 65.</u></p> <p>Support for people who move from NDIS to the Aged Care Sector</p> <p>People with disability accessing NDIS funding do not 'age out' of the scheme. Provided a person has been deemed eligible for NDIS before they turn 65, they can continue to access the scheme (while they remain eligible) after they turn 65.</p> <p>People aged under 65 with disability who do not meet the eligibility criteria for NDIS, may be able to access support through the Victorian Government Home & Community Care Program for Younger People (HACC-PYP). HACC-PYP service users are required to transition to Commonwealth funded aged services after they turn 65.</p> <p>Any person aged over 65 wanting to access Commonwealth funded aged services, whether or not they have previously accessed NDIS or HACC-PYP, is assessed by My Aged Care for eligibility. Further information can be found at www.myagedcare.gov.au/.</p>

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	<p>Invisible disabilities</p> <p>My final advice here is please, consider all the invisible people with disabilities who do [not] tick the box to fit neatly into the figures given by the NDIA for residents in Boroondara.</p>		<p>It is a State and Federal Government responsibility to manage peoples' transition from the NDIS to the Aged Care Sector. Council is not a NDIS provider and it is out of scope for the Plan to address this issue. Council can play a role in advocacy, and it is committed to continuing to advocate for improvements to the NDIS through Action 14:</p> <ul style="list-style-type: none"> In collaboration or consultation with people with disability and community partners, advocate to the Victorian and Australian governments, and peak bodies, to address social, equity, health and wellbeing issues that impact people with disability (e.g., NDIS, mental health, social isolation, people sleeping rough, family violence, built environment and public transport). <p>Invisible disabilities</p> <p>During the community consultation that informed the development of the Plan, Council heard from people with invisible disabilities. Council is committed to considering people with invisible disabilities through implementation of the actions in the Plan. The Plan recognises and includes a definition of 'invisible disabilities' on page 15.</p>
4. Individual	<p>Community attitudes</p> <p>I have a child with [REDACTED] disability. My child goes to a mainstream school locally [REDACTED] and attended Kindergarten here also.</p> <p>Many residents are transactional in their social interactions. They are here to make connections with other people who they feel can bring benefits into their life. This is very apparent in kindergartens and schools. Both parents and children exclude children with disability once it is known. Some local schools have truly awful</p>	Theme 1 - Celebration and belonging	<p>Community attitudes</p> <p>Council is sorry to hear about the respondent's experience and that of their child in the community.</p> <p>The community vision in the Boroondara Community Plan is for 'a sustainable and inclusive community' and Council is committed to working towards this through everything that it does.</p> <p>The Victorian Government is responsible for education settings, including both schools and kindergartens, however, Council is</p>

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	<p>cultures and do nothing to support students, raise awareness of disability in the community or prevent bullying and social exclusion. This is an environment where a disabled child is incredibly vulnerable. Many do not have the social skills to explain what happens at school. Schools brush incidents under the carpet and don't tell the parents of disabled children.</p> <p>My child has been extensively bullied. The school they attend did not have a Disability Policy, Inclusion Policy, Bullying Policy or provide any of the supports and accommodations they are legally required to offer. I had to advocate for years to get the above policies (a legal requirement for schools), the school still don't use and follow the policies.</p> <p>My child was excluded from assembly, sports, sports carnivals, special days, sitting with peers during concerts, Covid school, post covid tutoring, and the school attempted to exclude them from participating in NAPLAN and wanted me to pick them up at night on school camps. They have made it nearly impossible to attend or feel welcome at school. My child is intelligent [REDACTED]. They have been bullied by a range of students with little intervention. I have had to make a formal complaint to the Education Department.</p> <p>The social and relational aggression towards children and adults with disability in Boroondara is high and often very sophisticated. I feel all children in Boroondara need to be taught from a very early age that it is absolutely not okay to harm, discriminate, bully, abuse, exclude or make fun of people with disability. They need to be made aware of their privilege and the inherent power imbalance's that this brings. Children need to be explicitly taught to use their privilege, strengths and advantages to support others. The kind of culture that recognises that how we treat the most vulnerable people is a reflection of who we are as people.</p>		<p>committed through the Plan to addressing discrimination against people with disability in our community. One of the themes in the Plan is 'celebration and belonging' and our objective for this theme is that people with disability feel accepted by the community and can feel proud of their identity. To help achieve this objective, Action 2 is to consult with people with disability to develop and deliver a communication campaign that increases the community's understanding of disability and addresses discrimination towards people with disability (also known as ableism).</p> <p>We recognise that changing community attitudes will take time and will require effort and input from other tiers of government, organisations and the community. However, we hope that through undertaking Action 2 in the Plan there will be greater understanding within the community, so that people with disability, such as the respondent's child, will feel a greater sense of inclusion and belonging.</p> <p>In addition, Council can investigate adding the book mentioned by the respondent to Boroondara Libraries International Day of People with Disability booklist to support raising awareness and consider inclusion in Storytime sessions.</p>

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	<p>I feel building an entirely different cultural tone in local schools would create benefits which are disproportionately higher than just about any other initiative. Teaching children young creates behaviour which lasts a lifetime and feeds back into the community indefinitely. Teaching children with privilege their responsibility to use that well is incredibly important. They have access to resources, connections, power and professional opportunities that other children don't get. They will take what they learn into the world with them.</p> <p>There is a great book which can be read to kids in Primary Schools, called 'Wonder' about a ten year old boy with a significant genetic facial deformity. It tells the story of this young boy starting school for the first time at an exclusive private school. It is a beautiful, enjoyable and relatable book for kids.</p> <p>Some local schools have programs to bring attention to the responsibility to be of service in the world.</p> <p>These are big initiatives and may not be possible, however I feel everything that can be done early will have the biggest impact for all residents. Kids learning this will take that knowledge to their parents and families and into the world and everything they do.</p>		
5. Individual	<p>Accessibility of footpaths</p> <p>The Plan fails to assess or acknowledge the opportunity which Council plays in ensuring that a physically disabled person journey is not impinged on footpaths by the installation of signs, hardware, seating, rubbish bins etc., and works in conjunction with other authorities (i.e. power, roads, trams, public transport etc.) to ensure that council infrastructure is only installed in consultation with other authorities, so to not block a person's access to things like trams, tram stops, pedestrian crossings etc. This is particularly</p>	Theme 2 - Access and safety	<p>Accessibility of footpaths</p> <p>Council is committed to considering the needs of people with disability when installing infrastructure such as signs, hardware, seating, rubbish bins etc. When placing infrastructure in areas including busy areas such as shopping strips, Council ensures that new infrastructure is installed in accordance with the relevant standards and guidelines including Council's policies and strategies. These standards and guidelines include the Australian Standards, Disability Discrimination Act and other State</p>

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	important when looking at crowded locations such as pedestrian crossing along shopping strips, where there is often a tram stop, power poles, signage, seats, traffic control box etc. All blocking a person's access (especially if they are in a wheelchair, walker, double pram or visually impaired etc.)		<p>Government issued standards and guidelines. Council has also developed and adheres to its own guiding policy and strategy documents, such as the Outdoor Dining Structure Guidelines, Parklet Guidelines, Footpath Trading Guidelines, Outdoor Trading Policy, and Public Realm Asset Manual.</p> <p>When placing road infrastructure, including signs, Council will try to ensure a minimum footpath width is always maintained. Many other amenities, such as bins, seats, outdoor dining etc. are covered by relevant Council standards and guidelines. Installation of these infrastructure items generally involves consultation with key internal and external stakeholders. If Council assets are being installed near other authority's assets, we will consult with the other authority.</p> <p>Council's strategies and policies relating to the placement of infrastructure are guided by the Australian Standards, which aim to maintain at least 1.5m wide footpath with passing areas.</p> <p>Council is committed to increasing the safety and accessibility to Council's facilities and open spaces for people with disability. This is demonstrated in Action 5:</p> <ul style="list-style-type: none"> Continue to improve accessibility on paths of travel within parks and open spaces as well as streets and roads through maintaining and upgrading features such as accessible parking, tactile indicators, kerb access, signage, line markings, and infrastructure such as seating.
6. Individual	<p>Accessibility of train stations</p> <p>I would like to see a lift or escalator installed in Auburn railway station and Camberwell and Glenferrie Stations. I [REDACTED] [REDACTED] cannot use these stations as the climb up to them is too hard, so I am stuck. PLEASE make this a priority</p>	Theme 2 - Access and safety	<p>Accessibility of train stations</p> <p>The Victorian Government is responsible for public transport infrastructure including train stations. Council is aware of the need for better access to several train stations in Boroondara and has advocated to the Victorian Government for disability improvements</p>

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	it is not ok that only young able-bodied people can use the trains in this council.		<p>to the train network. Council is committed to continuing to advocate on this issue through Action 14 in the Plan.</p> <p>The wording of Action 14 in the Implementation Plan on page 23 has been amended to highlight the role that Council plays in advocating for improvements to public transport. The change is shown below with the new wording underlined:</p> <ul style="list-style-type: none"> In collaboration or consultation with people with disability and community partners, advocate to the Victorian and Australian governments, and peak bodies, to address social, equity, health and wellbeing issues that impact people with disability (e.g., NDIS, mental health, social isolation, people sleeping rough, family violence, built environment and <u>public</u> transport).
7. Individual	<p>Accessibility of footpaths</p> <p>Resident noted that tree roots, broken footpaths and overhanging trees and hedges make the footpaths in Hawthorn East very dangerous for people with visual impairment. They wanted Council to do more to improve footpaths.</p> <p>Resident requested Council act more quickly to repair issues. It was noted that many tree roots that had broken footpaths had been spray painted (to alert people of the trip hazard) but no follow up action was taken to repair the broken footpath (e.g. replacing that section with asphalt).</p> <p>Resident has raised with Council a hedge on Tooronga Road, which significantly impeded the footpath and presented a risk for people who are visually impaired. The hedge owner was notified and given 30 days but no change was noted by the resident to the hedge. The resident requested the Council more strongly enforce</p>	Theme 2 - Access and safety	<p>Accessibility of footpaths</p> <p>Council is committed to continuing to improve the accessibility of paths of travel through Action 5 in the Plan and through Council's Road Management Plan.</p> <p>In accordance with Council's Road Management Plan (RMP), Council inspects footpaths on all Public Roads annually, or six monthly in priority areas, and defects are marked with white paint. The response time to permanently repair these defects is six weeks.</p> <p>The RMP also advises 'Council will remove or trim vegetation...encroaching 2.5 meters over footpath surface...where it interferes with the safe passage of path users, whether or not the vegetation is planted on private property'.</p> <p>The issues raised have been shared with the relevant team at Council and we will take steps to rectify the situation for the roads</p>

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	<p>community compliance in addressing overhanging trees and hedges.</p> <p>Overhanging trees and hedges on Lawson Street Hawthorn were noted as an issue.</p> <p>Resident suggested Council officers and councillors walk Hawthorn East footpaths blindfolded to better understand the dangers.</p>		<p>identified. Council will also review processes and where possible make improvements.</p>
8. Organisation	<p>Neurodiversity</p> <p>In the main body – Key concepts 1.3.1 I appreciate that sensory awareness was highlighted and (sensory processing overload) is an area where knowledge and understanding is progressing in leaps and bounds. Sensory processing overload is often an issue with individuals who have ASD and more spaces supporting these individuals and their families I imagine would be well received.</p> <p>Community attitudes</p> <p>The comment of improving community attitude towards people with a disability as described in Section 4 (What we heard) is most impressive with an ideal of breaking down mental barriers and mindsets. Question – how or what will happen to assist with this?</p>	<p>Theme 5 - Participation in decision making</p> <p>Theme 2 - Access and safety</p> <p>Theme 4 - Employment and volunteer opportunities</p>	<p>Neurodiversity</p> <p>The respondent's feedback has been noted.</p> <p>Community attitudes</p> <p>The respondent's feedback has been noted. Through the implementation of Actions 1,2 and 3 under Theme 1 - Celebration and Belonging - Council aims to support people with disability to feel accepted by the community and proud of their identity. These actions are:</p> <ul style="list-style-type: none"> • Action 1 - Engage people with disability including from diverse backgrounds and community organisations to hold a minimum of two community activities or events annually to recognise/celebrate dates of significance to people with disability (e.g., International Day of People with Disability). • Action 2 - Consult with people with disability to develop and deliver a communication campaign that increases the community's understanding of disability and addresses

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	<p>Boroondara Disability Advisory Committee and youth perspectives</p> <p>Developing a Disability Advisory committee is a fantastic idea.</p> <ul style="list-style-type: none"> • Question: Will there be a specific committee for younger people too? • How do you join this committee? • How will the findings be disseminated to the broader community? • If a youth committee was formed schools and groups could participate and cross pollinate (reducing isolation and opening pathways). <p>I'd be interested in knowing more about the Boroondara Disability Advisory Committee and participating in either an active or inactive role.</p> <p>Accessibility of public transport</p> <p>Appendix 1 – Item #5 (Access and ability)</p> <ul style="list-style-type: none"> • Being able to access public transport and utilise pathways, parks and public spaces safely allows people to remain independent. 		<p>discrimination towards people with disability (also known as ableism).</p> <ul style="list-style-type: none"> • Action 3 - Increase knowledge and understanding within Council by researching and incorporating best practice access and inclusion, accessible communication, and universal design principles and capturing these learnings in planning tools for use by the whole organisation. <p>Boroondara Disability Advisory Committee and youth perspectives</p> <p>The Boroondara Community Disability Advisory Committee has been operating since 2010 and includes community members and organisational representatives and we aim to have membership that reflects different demographics including disabilities and ages.</p> <p>Committee members are selected through an EOI process advertised through Council's communications channels such as the Boroondara Bulletin. Council will advertise vacancies as they become available for residents or organisations.</p> <p>Council also convenes the Boroondara Youth Voice for people aged 10 to 25 years. Committee members are currently being sought for the Boroondara Youth Voice with applications closing on Monday 15 January 2024. Further information can be found at: Join a youth program (boroondara.vic.gov.au).</p> <p>Accessibility of public transport</p> <p>The respondent's comments about the importance of accessible public transport have been noted.</p>

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	<ul style="list-style-type: none"> • This promotes further access to education and employment. • Developing and maintaining friendships aesthetically. • An area which is highly under informed but provides basic avenues to others and participating in society. <p>Employment and volunteer opportunities</p> <p>Appendix 1 – Item #9 (Employment and volunteer opportunities)</p> <ul style="list-style-type: none"> • How can businesses and employers who value training around disability awareness be added to the Boroondara register? • Will there be training businesses and staff can access? • Will Boroondara council facilitate free disability training workshops? <p>Appendix 1 – Item #11(Employment and volunteer opportunities)</p> <ul style="list-style-type: none"> • It was so wonderful to see this area covered! • Volunteering has been proven to increase mood and reduce isolation. • Employment and volunteering allows purpose and positive routine to be part of everyday life. • Employment and volunteering increases opportunities to build and form positive relationships. • It also assists the broader community to have lived experience of working with a person with a disability and break down negative mindsets. <p>Evaluation</p> <p>Appendix 1 – Item # 14 &15 (Participation and decision making)</p> <ul style="list-style-type: none"> • Allowing multiple platforms for feedback. • Allowing those with lived experience to be part of the evaluation plan. 		<p>Employment and volunteer opportunities</p> <p>The respondent's comments are noted. Through the following three programs, we offer disability training and support for volunteer organisations and businesses in Boroondara:</p> <ul style="list-style-type: none"> • Community OnBoard is a networking and skills development program for local community groups, clubs and not-for-profit agencies. • The Boroondara Volunteer Resource Centre provides volunteer organisations with resources and training on how to be more accessible and inclusive. This includes specific disability access and inclusion workshops. This program relates to Action 10 in the Plan. • Disability Inclusive Employment Program offers support for businesses to employ people with disability. A component of this program is tailored disability awareness training. This program relates to Action 11 in the Plan. <p>Evaluation</p> <p>The respondent's comments are noted. Council is committed to ensuring our consultations are accessible and is continuing to develop and improve how we incorporate access into this process. The Boroondara Disability Advisory Committee, which includes residents with lived experience of disability and care, will be</p>

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	<ul style="list-style-type: none"> A massive area of need - advocacy! 		involved in developing and delivering the Plan's evaluation to ensure the views of people with disability are considered.
9. Individual	<p>Accountability</p> <p>Read the Bulletin and part of the draft Disability Access and Inclusion Plan 2024-28. Is it just a plan or does it have weight? I.e., does Council have to follow it if it gets approved.</p>	Theme 5 - Participation in decision-making	<p>Accountability</p> <p>Under the <i>Local Government Act</i>, Council is obligated to implement Council decisions once the plan is endorsed by Council. To support the Plans implementation, we will regularly monitor, report, and evaluate our performance in delivering on the Plan by:</p> <ul style="list-style-type: none"> developing an evaluation plan with input and advice from the Boroondara Community Disability Advisory Committee that will include an outcomes' framework reporting against actions in Council's internal corporate reporting system publishing Council's progress in our Annual Report, as per our requirements under the Victorian <i>Disability Act 2006</i> providing a yearly update to the Boroondara Community Disability Advisory Committee on the progress of actions in the Plan conducting a review at the two-year mark of the Plan. This is to ensure we continue to make progress with the Plan and reflect the aspirations and priorities of people with disability in our community monitoring the progress of the Disability Inclusion Bill and the Disability Royal Commission and review and incorporate any new requirements and recommendations regularly seeking input from the Boroondara Community Disability Advisory Committee, which includes members of the community and local stakeholders with connections to disability refreshing and update the Plan in 2028.

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10. Organisation	<p>You've done a fantastic job with this plan; you should be very proud.</p> <p>I had a look at the Plan – it is very thorough and comprehensive; I don't have any further comments or feedback.</p>	General feedback	The respondent's comments are noted.
11. Individual	<p><i>Respondent 11 provided two extensive submissions. Officers grouped together repeating ideas under topic headings. Where the respondent provided extensive background information, officers removed this and provided a brief summary or note in italics.</i></p> <p>The following response was prepared by the parent of a young woman with a disability currently living and working in the City of Boroondara. She is a long term resident of Boroondara.</p> <p>Timeframe for providing feedback</p> <p>The period of time between the promotion of the Draft Disability Plan in the Boroondara Bulletin on September 28 and a requirement for feedback by October 10, has not provided adequate time for residents with a disability, their families and support networks to respond in full.</p> <p>The following feedback is quite brief due to the available time provided between the date on which the Draft Plan was advertised - September 28, 2023, and the closing date for feedback - October 10, 2023.</p> <p>Methodology</p> <p>Despite the extensive community consultation described none of the families [I spoke to] were aware of the consultation, which had been conducted – either as residents or through the various</p>	<p>Theme 1 - Celebration and belonging</p> <p>Theme 2 - Access and safety</p> <p>Theme 3 - Inclusive community</p> <p>Theme 4 - Employment and volunteer opportunities</p> <p>Theme 5 - Participation in decision-making.</p>	<p>Timeframe for providing feedback</p> <p>The respondent's comments about the timeframe for providing feedback have been noted. The opportunity to comment on the draft Plan was widely promoted to the community through a range of communication channels between 12 September and 10 October. The respondent was given additional time to provide feedback to ensure their views could be heard.</p> <p>Methodology</p> <p>The opportunity to participate in the 2022 consultation was promoted extensively through disability groups, organisations, and networks to ensure we reached people with disability, their families, carers, advocates, support organisations, specialist schools and</p>

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	<p>Disability Service Providers with which connected - and were curious to know how the consultation was networked.</p> <p>Council's role</p> <p>There is a very large list of Council's roles in relation to the Draft Plan. However, the Draft Plan is focussed primarily on:</p> <ul style="list-style-type: none"> • planner • policymaker • advocate. <p>And very little on:</p> <ul style="list-style-type: none"> • service provider • funder • employer. <p><i>The respondent provided a timeline that referenced pre-NDIS when Council provided disability services and noted Council no longer provides disability services.</i></p> <p>There is no/limited evidence of ongoing services or community programs to directly support people with disability within the scope and 2-year timeline of the documented Implementation Plan.</p> <p>Limited reference to those with an intellectual disability and cognitive disability</p>		<p>businesses with links to the disability sector. As well as promoting this opportunity through flyer drops across Boroondara and Council's communication channels, officers directly contacted either by phone or email 95 disability organisations and 25 schools to promote the community consultation. The 2022 consultation was also promoted in the print and digital versions of the Boroondara Bulletin. The digital version is delivered to approximately 36,500 inboxes and the print is delivered to approximately 72,000 letterboxes.</p> <p>Council's role</p> <p>Council does not provide or fund disability services. This is the role of the State and Federal Governments. However, Council provides some funding through its grants programs to organisations that provide disability services and programs as well as community organisations wanting to be more inclusive of people with disability. While Council does not provide disability specific services, its aim is to ensure our services are inclusive. The role Council plays as an employer, funder and advocate is captured in Actions 3, 6, 7, 9, 10, 11 and 12 in the Plan.</p> <p>Limited reference to those with an intellectual disability and cognitive disability</p>

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	<p>A focus on physical adaptations, access and safety issues, and limited reference to those with an intellectual disability.</p> <p>Throughout the Draft Plan, there is general reference to 'people with disability' with very little focus on the range of disabilities and in particular those with an intellectual or other cognitive disability. There is not a 'one size fits all' strategy for people with disability – and accommodation will be required for:</p> <ul style="list-style-type: none"> those with physical impairment, those with intellectual impairment, and those who have both physical and intellectual impairment. <p>And within each of these broad groupings, there will be different abilities, talents and needs in the community.</p>		<p>Council recognises the diversity of disabilities and experiences of people with disability in our community. This is evident in two sections of the Plan. On page 7, in section 1.3.1 Definition, it is noted:</p> <ul style="list-style-type: none"> We define disability as meaning a long-term impairment that when interacting with various external barriers, prevents or limits community participation. <p>An impairment can be:</p> <ul style="list-style-type: none"> physical mental health intellectual cognitive learning communication sensory. <p>It can be permanent, episodic, visible, or invisible.</p> <p>On page 8, in section 2.1. Community snapshot it is noted:</p> <ul style="list-style-type: none"> People with disability are diverse. Culture, language, sexuality, gender identity, age, ability, socioeconomic status, and life experiences differ amongst people with disability. People's experience of disability also differs, as disability can be: <ul style="list-style-type: none"> visible invisible permanent episodic from birth happen at any point during someone's life. <p>The purpose of Plan is to reduce and remove barriers experienced by people with all types of disabilities. In the implementation of actions, consideration of the diversity of disabilities will be taken into account.</p>

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	<p>'Visible' and 'invisible' disabilities</p> <p>The reference to 'visible' and 'invisible' is important as those with 'invisible' disability are often those who have more difficulty accessing the community due to strong avoidance by other community members – and Boroondara will need to consider this particular cohort for particular attention.</p> <p>Consider the perspectives of families/carers/supports/advocates of people with disability in the Plan</p> <p>At the very least, it will be important to include reference to families/carers/supports/advocates of people with disability to take account of those who are not in a position to participate in consultation and/or advocate for themselves.</p>		<p>'Visible' and 'invisible' disabilities</p> <p>As noted above, during the community consultation that informed the development of the Plan, Council heard from people with invisible disabilities. Council is committed to considering people with invisible disabilities through the implementation of the actions in the Plan. The Plan recognises and includes a definition of 'invisible disabilities' on page 15.</p> <p>Consider the perspectives of families/carers/supports/advocates of people with disability in the Plan</p> <p>In the community consultation that informed the Plan, we targeted people who have experience of disability, care for a person with disability, are a friend/family member of a person with disability or work for a business, school or organisation supporting or advocating for people with disability.</p> <p>Community members and organisations were invited to complete a short survey to understand peoples' backgrounds, experiences and ideas for improving disability access and inclusion in Boroondara. The opportunity to participate was promoted extensively, as outlined above.</p> <p>To encourage participation, a variety of accessible communication methods and tools were also used. These included:</p> <ul style="list-style-type: none"> • instructional information in plain language, Easy Read and Auslan • an online and paper plain language survey • an online and paper Easy Read survey • an option to provide submissions in a written, audio or video format.

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	<p>Considering the findings of the Royal Commission into Violence, Abuse and Neglect of People with Disability and the NDIS Review.</p>		<p>In-depth interviews were also undertaken with community members and representatives from organisations providing services to people with disability. This enabled Council to gain a deeper understanding of the challenges experienced by people with disability and opportunities for greater disability inclusion in Boroondara. It also enabled Council to gather information about the needs and issues that service providers were seeing in the community and any issues they were experiencing related to service provision.</p> <p>The findings from the survey and interviews were presented in 10 workshops. Workshop participants were selected because they had lived experience of disability, disability support or worked in the disability sector. To support access and greater participation in the workshops, we met with people 'where they were at'. This included sports clubs, day programs, staff meetings, art classes and community programs.</p> <p>Five workshops were also conducted with members of the Boroondara Community Disability Advisory Committee during the meetings on 15 June 2022, 14 September 2022, 30 November 2022, 31 May 2023 and 18 October 2023. The Committee includes:</p> <ul style="list-style-type: none"> • residents with disability • carers or family members of a person with disability • representatives from local disability organisations. <p>Through this extensive consultation, we were able to incorporate the views and perspectives of families, carers, support workers and advocates of people with disability.</p> <p>Considering the findings of the Royal Commission into Violence, Abuse and Neglect of People with Disability and the NDIS Review.</p>

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	<p><i>The respondent provided extensive extracts from the Disability Royal Commission and Independent NDIS Review.</i></p> <p>In drawing attention to the publication of these two major disability sector reports in October 2023, suggests that the release of the Boroondara Plan is at best premature since it will not have taken into account the findings, recommendations and obligations of either report.</p>		<p>The Final Report from the Disability Royal Commission was released on 29 September 2023 and the final report of the NDIS Review was provided to the Minister for the National Disability Insurance Scheme in October 2023. It is unknown at this stage when the NDIS Review report will be made public. Planning and development of this Plan started in 2022, as Council's Disability Action Plan 2018-2022 Plan was due to expire. It was important that Council develop a new Plan to meet the expectations of the community and guide Council actions in disability access and inclusion. It was not possible to wait for the findings of the Disability Royal Commission and the NDIS Review to be delivered before the development of the Plan.</p> <p>In section 7, page 14, we note as part of our monitoring and evaluation of the Plan, that Council will 'monitor the progress of the draft Disability Inclusion Bill and the Disability Royal Commission and review and incorporate any new requirements and recommendations'. The Royal Commission's findings were extensive, and it recommended the Australian Government and State and Territory Governments publish written responses to the Final report by 31 March 2024. Council is committed to listening to the stories, research and recommendations shared in the Disability Royal Commission and will take these into consideration when updating the Implementation Plan in 2026.</p> <p>Council is not a NDIS provider but through the Plan, we recognise our role in making the community more accessible and inclusive. This is captured in our vision, which is 'an inclusive and accessible Boroondara where people with disability participate in community life, have equal opportunities, and feel proud of who they are'. We are committed to ensuring that our programs and services are inclusive, as Actions 3, 7, 8 and 13 demonstrate.</p>

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	<p>Accountability</p> <p>Many of the initiatives, activities and metrics are procedural with limited direct impact or benefit for people with disability in the Plan period.</p> <p>The metrics are not quantified i.e., there are no KPIs.</p> <p>Funding and resources for the Plan</p> <p>No additional funding or resources have been provided to undertake the proposed program of initiatives. Access and inclusion at scale is necessarily a long term ambition and will require substantial resources to initiate and sustain.</p> <p>[Regarding actions 6 and 7] programs and metrics to encourage participation without significant resources and specific programs to address are unlikely to generate more than token outcomes.</p>		<p>The wording of the following dot point in section 7 - Monitoring and evaluating the Plan on page 14 has been amended to reference the NDIS Review as shown below with the new wording underlined:</p> <ul style="list-style-type: none"> monitor the progress of the draft Disability Inclusion Bill, and the Disability Royal Commission and the NDIS Review and review and incorporate any new requirements and recommendations. <p>Any implications from the NDIS Review will be considered in the development of the Implementation Plan for the final two years of the Plan.</p> <p>Accountability</p> <p>Council has developed the actions and outcome measures to reflect what the community and the Boroondara Community Disability Advisory Committee advised us would make Boroondara more accessible and inclusive. When developing an evaluation plan with input and advice from the Boroondara Community Disability Advisory Committee, we will explore metrics as part of the evaluation process. This evaluation will also include an outcomes' framework report against actions in Council's internal corporate reporting system.</p> <p>Funding and resources for the Plan</p> <p>The operational budget has the capacity to achieve the actions set out in the Implementation Plan. Council has an ongoing commitment to disability access and inclusion. This is Council's sixth disability action plan. Through this Plan, we aim to build on the work of our previous plans. We recognise that improving access and inclusion in Boroondara is an ongoing journey.</p>

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	<p>The term 'celebration' in Theme 1- Celebration and Belonging</p> <p>Over recent times, there has been much discussion about segregated education, housing and employment for those with disability, and that society should be moving away from segregated settings.</p> <p>Specific events based on 'celebration' of disability presents a dilemma. On the one hand, it provides all those involved with positive reinforcement of identity and 'belonging', but on the other hand, it reinforces segregation and separateness from community i.e., as 'others'. Worst case scenario, it enters the realm of 'disability porn'.</p> <p>Changing community attitudes</p> <p>The 'visible/invisible' issues outlined above indicate deep-seated community attitudes. Changing attitudes should therefore be considered a long-term goal and one that might best be carried out in collaboration with other government bodies – local, state and federal. It is unlikely to be satisfied by an existing operating budget.</p> <p>Theme 5 Participation in decision-making</p> <p>Ideally all Boroondara residents with a disability would participate in decision-making. It will however, be important to ensure that those who require supports from families or carers to participate are given the opportunity to do so.</p>		<p>The term 'celebration' in Theme 1- Celebration and Belonging</p> <p>The term 'celebration' was a recommendation from the Boroondara Community Disability Advisory Committee and intended to challenge stereotypes and ableism towards people with disability. Through the actions included under this theme, Council's objective is for people with disability to feel accepted by the community and proud of their identity.</p> <p>Changing community attitudes</p> <p>Council understands that improving access and inclusion will take time and require input and effort from other tiers of government, organisations and community and this is noted in section 5 - Plan Objectives. Through Theme 1 - Celebration and Belonging we aim to change community attitudes and for people with disability to feel accepted by the community and proud of their identity.</p> <p>Theme 5 Participation in decision-making</p> <p>Council is committed to ensuring people with disability have opportunities to participate in decision-making that affects their lives. We demonstrate this through Actions 13, 14 and 15 in the Plan..</p> <p>Through the implementation of these actions, we will involve relevant stakeholders, including families and carers of people with disability.</p>

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	<p>Feedback relating to section 4 - What we heard</p> <p>Without knowing the profile of those whose views were included in the consultation phase, it is difficult to assess the incidence and frequency of each of the topics listed.</p> <p>As noted earlier, there is, however, a strong theme relating to topics relating to the accommodation of those with physical impairment and not so much for those with an intellectual impairment. Consider:</p> <ul style="list-style-type: none"> • accessible amenities, movement around the community etc. • accessible format communication (too bad if you can't read or access the Council website) • 'Nothing about us without us' (great if you can self-advocate, but likely needs to be qualified with a mention of those who need assistance by family/supports) • inclusive recreation, community and social participation (who will initiate if you lack the social skills to do yourself?). <p>Major issues such as employment, health, housing, etc., are of universal concern to all levels of government, the Disability Royal Commission and the NDIS Review panel.</p> <p>Action 3: Council Employee Capacity Building</p> <p>A good start, but benefits will not be seen for some time.</p> <p>Actions 4 and 5: Infrastructure Upgrades and Maintenance</p>		<p>Feedback relating to section 4 - What we heard</p> <p>The topics listed in section 4 provide a high-level summary of the breadth of the ideas raised through the community consultation in 2022 in the surveys, workshops and interviews. As part of this, Council recruited people with diverse and relevant lived experience including running two workshops with people with intellectual disability and their support workers, one workshop with an organisation providing intellectual disability support services and one workshop with students from a special education school that includes young people with intellectual disability.</p> <p>As noted above, Council recognises the diversity of disabilities and experiences of people with disability in our community and this is noted in the sections of the plan mentioned earlier.</p> <p>Action 3: Council Employee Capacity Building</p> <p>As noted above, Council has an ongoing commitment to disability access and inclusion. This is Council's sixth disability action plan. Through this Plan, we aim to build on the work of our previous plans. We recognise that improving access and inclusion in Boroondara is an ongoing journey.</p> <p>Actions 4 and 5: Infrastructure Upgrades and Maintenance</p>

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	<p>As noted previously, this theme relates primarily to those with a physical impairment – but will be good for all the community. Reflects one of the Three R's for Local Government – “Roads, Rates and Rubbish”.</p> <p>Action 8: Communication</p> <p>The suggested action assumes ability to access and navigate websites and read.</p> <p>Action 9: Council Capacity Building for Council Employees</p>		<p>This feedback has been noted.</p> <p>Action 8: Communication</p> <p>Council is committed to making our information and services available to everyone, regardless of disability or technology. This is evident in our websites Accessibility Statement, which notes:</p> <ul style="list-style-type: none"> • as much as possible, we have tried to explain Council services and processes in plain language, so it is easy to follow • content is displayed in a way that makes it easy to read and scan • we have converted most non-accessible documents to page content or created an accessible version of the PDF or Word document if possible • most pages have an icon near the top for a program called ReadSpeaker. If you select the icon, a voice will read out the page content. <p>The Boroondara website has been designed and built to be compatible with software and systems used by people with disabilities (known as assistive technologies), including:</p> <ul style="list-style-type: none"> • screen readers • screen magnifiers • voice recognition • standard accessibility features in mobile devices. <p>Action 9: Council Capacity Building for Council Employees</p>

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	<p>A good start, but only the first step in a long-term commitment. Little direct benefit to residents with a disability in the short term.</p> <p>Action 10 and 11: Capacity Building for Volunteer Organisations and Local Employment – Pilot Program</p> <p>Of concern is the principle of encouraging people with disability to be involved in volunteer work. This is a worthy goal, however, the goal for people with disability is to be in PAID WORK.</p> <p>Volunteering is not a substitute for work, and is another example of potential exploitation of people with disability.</p> <p>There are numerous employment programs of this kind being developed across Melbourne. It would likely be more efficient to partner with one or more of these existing programs than starting from scratch.</p> <p>Action 12: Social Procurement Policy There are several ADE's (Australian Disability Enterprises) operating in and around Boroondara employing Boroondara residents with a disability. They would be delighted to discuss Boroondara's procurement policy. For example, Endeavour (formerly VATMI) operates in Kew – next to Council's Depot – they</p>		<p>As noted above, Council is committed to improving disability access and inclusion and recognises this is an ongoing journey.</p> <p>Action 10 and 11: Capacity Building for Volunteer Organisations and Local Employment – Pilot Program</p> <p>Council recognises the importance of paid employment for people with disability and does not suggest that volunteering is a substitute for paid work.</p> <p>People with disability can enjoy the many benefits of volunteering. This includes offering a sense of purpose, the ability to 'give back', and the development of skills and confidence. Through the work of the Boroondara Volunteer Resource Centre, Council provides support for volunteer organisations to be more disability inclusive. Council is committed to improving employment outcomes for people with disability through implementation of actions in the Plan.</p> <p>The Disability Inclusive Employment Program pilot program, Action 11 in the Plan, was developed after extensive research and consultation with relevant disability employment organisations. The project will be delivered in partnership with Villa Maria Catholic Homes (VMCH), and with the support of Kew Neighbourhood Learning Centre, Alamein Neighbourhood and Learning Centre and CVGT Employment. All these organisations have extensive and relevant experience in the disability training and employment sector and are based locally.</p> <p>Action 12: Social Procurement Policy This feedback has been noted. Council is committed exploring ways to improve employment opportunities for people with disability as demonstrated in Action 12:</p> <ul style="list-style-type: none"> Review Council's procurement policy to identify ways to enhance social procurement opportunities.

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	<p>would be an immediate and Boroondara based organisation to head the list.</p> <p>Actions 13 and 14 Co-Design and Advocacy</p> <p>A good start, but only the first step in a long-term commitment. Little direct benefit to residents with a disability in the short term</p> <p>Promotion/communication about initiatives, both from the Council and to the Council</p> <p>Promotion/communication about initiatives both from Council and to Council, are limited to Council's own "communication channels". These are not specified in detail but implies universal access and skills by those with disability, their families and/or supports to access and navigate resources such as the Council website. For example, Boroondara might want to consider a disability-specific newsletter for the target community such as provided in Knox – <i>Accessing Knox</i>. The e-newsletter "provides information, services and support for people with a disability, their families and carers in Knox".</p> <p>Partnering with local disability organisations</p> <p>Programs could be magnified and enhanced by engagement/partnering with the numerous Disability Service Providers both within the City of Boroondara and accessed by Boroondara residents.</p> <p>Achievements of previous Disability Action Plan</p> <p>With the exception of assistance for kindergarten access for children with disability which required State Government funding</p>		<p>Actions 13 and 14 Co-Design and Advocacy</p> <p>This feedback has been noted.</p> <p>Promotion/communication about initiatives, both from the Council and to the Council</p> <p>At this stage, Council is not looking at developing a disability-specific newsletter. However, Council is committed to making information more accessible for our community and this is reflected in Action 8 of the Plan:</p> <ul style="list-style-type: none"> Ensure Council's website is accessible by complying with the latest version of the Web Content Accessibility Guidelines (WCAG) and provide content to support greater understanding of accessible facilities, parks, playgrounds, programs and activities in Boroondara. <p>Partnering with local disability organisations</p> <p>The feedback has been noted. Where relevant, Council will collaborate with disability organisations on delivering actions in the Implementation Plan.</p> <p>Achievements of the previous Disability Action Plan</p> <p>The achievements listed in Appendix 2 of the Plan are some of the key highlights of the previous Plan and the list is not meant to be exhaustive. The Boroondara Disability Action Plan 2018-22</p>

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	<p>support, it was expected that all actions in the Plan (2018-2020) would be within existing council budgets.</p> <p>Since the timing of the Plan overlapped with the period of Covid lockdowns, much of the plan would appear to have been abandoned. The Summary of Achievements for the 2018-2022 Plan the noted in Appendix 2 of the current Draft plan can only be described as modest, and mostly completed in 2022.</p> <p>This Plan has, however, informed and provided a template for the Draft 2024-2028 Plan.</p> <p>Based on the achievements of the previous Plan (Boroondara Disability Action Plan 2018-2022), likely to under-achieve, rather than over-achieve.</p> <p>General feedback</p> <p>The Draft Boroondara Disability Access and Inclusion Plan 2024-2028 represents a worthy but very 'light touch' approach in terms of its scope and commitment.</p>		<p>included 45 actions over the four years. Of the 45 actions, 42 were completed, one action is in progress, and two actions are incomplete, as they were not required or no longer relevant. Under the <i>Disability Act 2006</i>, Council is required to report on the implementation of actions in our Disability Action Plan in our Annual Reports. To help keep the community informed on the implementation of the actions in the Plan, we will share an update annually of actions undertaken on our website so that it is easily accessible.</p> <p>General feedback</p> <p>Council is committed to improving disability access and inclusion in Boroondara. Council has developed the vision, themes, actions and outcome measures to reflect what the community and the Boroondara Community Disability Advisory Committee told us to do to make Boroondara more accessible and inclusive.</p> <p>The Plan includes 15 actions in the first two years. This ensures the Plan is realistic and achievable. To ensure accountability and effective implementation of the Plan, we will regularly monitor, report, and evaluate our performance in delivering on the Plan.</p>
12. CDAC member	<p>Footpath access during building works</p> <p>Council should work with VicRoads and other relevant stakeholders to ensure when building works are undertaken and footpaths are impeded that access consideration are made. This</p>	Theme 2 - Access and safety	<p>Footpath access during building works</p> <p>This feedback has been noted. This feedback has been shared with Council's Traffic and Transport and Asset and Capital Planning teams to consider in their operational business.</p>

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	will ensure that alternative routes do not cause unnecessary burden and difficulty for people with disability.		