



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.	<p>Traffic and Transport Asset and Capital Planning Environmental Sustainability and Open Spaces</p> <p>Support: Capital Projects Facilities Waste and Infrastructure</p>	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.	<p>Community Planning and Development Health and Wellbeing Services Liveable Communities Arts and Culture</p>	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](#).