

Burwood Council

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DISABILITY INCLUSION ACTION PLAN 2017- 2021

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Burwood Council thanks all those residents, disability services, community groups and Council staff who committed their time to provide their input into the development of the Burwood Council Disability Inclusion Action Plan 2017 to 2021.

Message from the Mayor

I am pleased to present the Burwood Council Disability Inclusion Action Plan 2017 – 2021. The Plan details the strategies and actions that Council will take to make Burwood a more inclusive place for people with disability. It represents Council's commitment to identifying and breaking down the barriers which prevent those people with disability from enjoying the same opportunities and choices as everyone else in the Burwood Local Government Area (LGA).

It is our aim to make Burwood an inclusive and accessible LGA for everyone. We will work together to make it a place to provide opportunities for people with disability to enable full participation in community life.

The Strategies and actions identified in this Plan will be a part of Council's integrated planning and reporting for all Council services and within all Council business.

Council thanks everyone who contributed to the development of the Plan and we will work with our community to deliver the actions over the next four years.

John Faker
Mayor of Burwood

About this Plan

Background

Local Government is required by the *NSW Disability Inclusion Act 2014* (DIA) to undertake disability inclusion action planning. Disability inclusion action planning plays a critical role in identifying and delivering on practical measures to transform intent into action by Local Government. The *NSW Disability Inclusion Act 2014*:

- requires NSW public authorities to develop Disability Inclusion Action Plans (DIAP). Action plans will outline how NSW public authorities will make mainstream services and community facilities more accessible to people with disability, helping to build more inclusive communities in NSW
- makes it clear that people with disability have the same human rights as other people and promotes the inclusion of people with disability by requiring government departments and local councils to engage in disability inclusion action planning

This is Burwood Council's first DIAP under the Act. However, Council adopted its first Disability Discrimination Action Plan (DDA) in August 2001. The DDA was a founding document, guiding Council in relation to access and inclusion for people with a disability in Burwood. It was subsequently updated in 2007 and 2014.

What's in the Plan?

In this document, we explain the work that we have been doing and what we are planning to do next.

The Plan:

- outlines the policy and legislative context around disability inclusion in Burwood
- describes the Burwood area, its community, people with disability, carers and services in Burwood
- summarises community consultation outcomes completed to inform this Plan
- provides strategies and actions for Council to address barriers and discrimination and to work towards a more inclusive and accessible community in Burwood.

Developing the Plan

Developing the DIAP involved the following steps and activities:

- Community consultation, including:
 - focus group discussions with people with a disability
 - interviews with service providers located in, or servicing, the Burwood LGA
 - online and intercept surveys with residents and services
 - consultation with internal staff to identify opportunities, strategies and actions to address issues identified during the consultation and review processes
- Review of Council's commitments in the Disability Access Plan 2014-2017
- Analysis of disability in the Burwood LGA and the policy and legislative context around disability.

Burwood2030 – Our Plan Our Future

The Strategies and Actions in this DIAP align with Council’s Community Strategic Plan Burwood2030. Burwood2030 outlines a 20 year plan which will provide a blueprint for Council’s activities and set clear directions for the future of Burwood. The Strategic Plan outlines the community’s vision and aspirations for the area into the future. The community’s long term vision for Burwood is:

“A well connected, sustainable and safe community that embraces and celebrates its diversity”

An important part of the Burwood2030 is making sure that people with disability are included in our community. The plan is based in social justice principles of equity, access, participation and rights.¹



The Community Strategic Plan has strategic goals under five key themes:

<p>A Sense of Community</p>	<p>1.1 A safe community for residents, workers and visitors 1.2 High quality activities, facilities and services 1.3 A well informed, supported and engaged community 1.4 A community that celebrates diversity 1.5 A sense of community pride 1.6 Improved interactions between young and older people</p>
<p>Leadership through Innovation</p>	<p>2.1 Community confidence in Council’s decision making 2.2 Strong partnerships to benefit the community 2.3 Responsible employer of choice 2.4 Ensure Burwood Council is financially sustainable 2.5 Efficient, effective customer focused services</p>

¹ (Equity – involving fairness in decision making, prioritising and allocation of resources, particularly for those in need.

Access – having fair access to services, resources and opportunities to improve quality of life.

Participation – maximise opportunities to genuinely participate in decision making

Rights – equal rights established and promoted, with opportunities provided for people from diverse linguistic, cultural and religious backgrounds to participate in community life.)

A Sustainable Natural Environment	<p>3.1 Maintain and enhance open green spaces and streetscapes</p> <p>3.2 Improve waste management</p> <p>3.3 Educate the community on sustainable practices</p> <p>3.4 Leadership in environmental sustainability</p>
Accessible Services and Facilities	<p>4.1 Effective traffic management and adequate parking provision</p> <p>4.2 Accessible services and facilities that are well utilised</p> <p>4.3 Safe facilities and services</p> <p>4.4 Encourage active and healthy lives</p> <p>4.5 Vibrant and clean streetscape</p> <p>4.6 Minimise risk and ensure continuity of critical business functions</p>
A Vibrant Economic Community	<p>5.1 Support and manage Burwood’s major centre status</p> <p>5.2 Support small business</p> <p>5.3 Increase employment and training opportunities</p> <p>5.4 Economic centre growth and preserved residential areas</p>

DIAP Focus Areas

The NSW DIAP identifies four Focus Areas, nominated by people with disability, as being of primary importance in creating an inclusive community. Council’s Disability Inclusion Strategies and Actions are aligned to these Focus Areas.



Definitions

The *NSW Disability Inclusion Act 2014* defines disability as “a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others”. This is a similar definition of disability as used in the UN Convention. The definition recognises that disability results from barriers in society that prevent or limit inclusion. Disability is not just about the individual or

their impairment. The onus to break down barriers rests with the whole community.

It is essential to consider the diversity of people with disability in action planning for inclusion. 'People with disability' does not refer to a readily identifiable group, but to a wider community who may need support to fully participate in society, whether temporarily or throughout their lives. This might include, for instance, people with changing abilities due to ageing, people with a temporary illness or injury that affects their ability to participate, children with disability, Aboriginal and Torres Strait Islander people with disability, or people with disability from culturally and linguistically diverse backgrounds.

Discrimination

The 2015 Survey of Disability Ageing and Carers introduced a new disability discrimination module designed to estimate the prevalence of discrimination for those with disability and identify the nature of this discrimination. Included in this publication is information about Australians with disability who were living in households, aged 15 years and over, and their experience in the last 12 months with discrimination because of their disability.

In 2015:

- almost one in 12 Australians with disability (281,100 people or 8.6%) reported they had experienced discrimination or unfair treatment because of their disability
- young people with disability (aged 15 to 24 years) were more likely to report the experience of discrimination (20.5%) than those aged 65 years and over (2.1%)
- over one-third (35.1%) of women and over one-quarter (28.1%) of men aged 15 years and over had avoided situations because of their disability

Legislation

Council's role in planning and supporting people with disability is governed by a range of International, Federal, and State legislation and standards.

International

United Nations Convention on the Rights of Persons with Disabilities (CRPD)

The *United Nations Convention on the Rights of Persons with Disability* is intended to protect the rights and dignity of persons with disabilities. The Convention works from the social model of disability, and has served as the major catalyst in the global transition from viewing people with disability as objects of charity, medical treatment and social protection to respecting people with disability as full and equal members of society, with human rights. It is the only UN human rights instrument with an explicit sustainable development dimension.

National

National Disability Insurance Scheme

The *National Disability Insurance Scheme* (NDIS) is the new way of providing individualised support for people with disability, their families and carers. The NDIS changes Australia's disability sector from a government block funded model to individual funding models based on a person's support needs.

Disability Discrimination Act 1992

The Commonwealth *Disability Discrimination Act 1992* (DDA) provides protection for everyone in Australia against discrimination based on disability. It encourages everyone to be involved in

implementing the DDA and to share in the overall benefits to the community and the economy that flow from participation by the widest range of people.

Disability Access to Premises Standards 2010

Access requirements relating to buildings are covered by the Building Code of Australia (BCA) and Australian Standard 1428 (AS1428). In 2001, the Federal Government tasked the Australian Building Codes Board to develop Premises Standards through amendments to the BCA. These standards form one part of the Australian Government's 10-year National Disability Strategy. The objectives of the Premises Standards are to:

- a. ensure that dignified, equitable, cost-effective and reasonably achievable access to buildings, and facilities and services within buildings, is provided for people with a disability
- b. give certainty to building certifiers, building developers and building managers that, if access to buildings is provided in accordance with these Standards, the provision of that access, to the extent covered by these Standards, will not be unlawful under the Act

The Premises Standards apply to all new buildings, renovation works on existing buildings requiring Council approval or change of use of buildings in specified classes.

State

Disability Inclusion Act 2014

The *NSW Disability Inclusion Act 2014* commits NSW Government departments, local councils and other public authorities to work to make communities more inclusive and accessible for people with disability. The Act requires all local government organisations to produce a *Disability Inclusion Action Plan* (DIAP) by 1 July 2017 setting out measures enabling people with a disability to access general support and services and fully participate in the community. The *NSW Disability Inclusion Plan* has NSW Government objectives of working towards:

- The development of positive community attitudes and behaviours towards people with disability.
- The creation of more liveable communities for people with disability.
- The achievement of a higher rate of meaningful employment participation by people with disability, and through inclusive employment practices.
- More equitable access to mainstream services for people with disability through better systems and processes.

Stronger Together

Stronger Together is the NSW Government's plan to make the specialist disability service system more responsive to the needs of people with a disability and their families and carers. It sets out a 10-year plan to provide more services in more flexible ways to better support people with a disability and their families and carers. Stronger Together established five reform directions:

- making access fairer and more transparent
- helping people to remain in their own home
- linking services to need
- expanding options for people living in specialist support services
- creating a sustainable support system

Local Government Act 1993

This Act provides the legal framework for local government to ensure that it is accountable to the community, for example for engagement and sound decision-making relating to disability inclusion.

Carers (Recognition) Act 2010 NSW

This Act provides recognition of carers and the role that carers play in providing daily care and support to people with a disability, medical conditions or who are frail aged.

Burwood Council

Local Environment Plan (LEP) and Development Control Plan (DCP)

In accordance with Section 79C of the *Environmental Planning and Assessment Act 1979*, Burwood Council as the consent authority is required to take into consideration the relevant provisions of any Development Control Plan (DCP) in determining an application for development that requires consent in the Burwood LGA as established in an applicable environmental planning instrument. In most cases this will be the Burwood Local Environment Plan 2012 but also may be a State Environmental Planning Policy (SEPP).

The DCP was adopted by Burwood Council on 12 February 2013 and came into effect on 1 March 2013. Within the DCP is a section on Access and Mobility, whose objective is to ensure that development is designed to facilitate access by the whole community.

Both planning instruments have the potential to impact on the well-being of people with a disability, in particular the ability of people to move freely around built environment.

What does this mean?

There is a major shift in policy and planning away from disability specific actions to creating more inclusive places for people with disability. The main change that will impact on service delivery under the NDIS is that service providers will no longer receive block funding from the government.

The individualised funding model gives people with disabilities choice and control over how they will be supported.

This means:

- small not-for-profit disability providers may not survive the transition to NDIS, losing block funding for programs and therefore funds that cover existing administration and overhead operating costs
- there is likely to be an increasing number of people with disability socialising and recreating in generalist spaces and programs such as parks and libraries
- the disability sector expects to see commercial and private competitors enter the market of disability support services. Overall this is regarded as a benefit to the sector as it will make the market more competitive, and has the potential to improve the quality of services delivered
- the continuation of state government funding towards disability related programs including Council's Volunteer Network is not guaranteed

About Burwood

The Burwood Local Government Area is located about 12 kilometres from the Sydney CBD and is situated in the heart of the Sydney Inner West. Burwood Council area encompasses the suburbs of

Burwood, Burwood Heights and Enfield, and parts of Croydon, Croydon Park and Strathfield.

Burwood LGA is 7.26 sq. kms in size. The suburb of Burwood is identified as a Major Centre by the NSW State Government in the Metropolitan Strategy, which highlights its strategic importance within the Sydney metropolitan area. Burwood is a mixed residential and commercial area and plays an important role as a strong economic hub with a range of retail outlets, transport, services and facilities².

Population

Burwood's population has a higher proportion of older people aged over 60 than Greater Sydney (19.1% compared to 18.0%), and a higher proportion of tertiary education age and young workforce age people 18 to 34 (31.6% compared to 24.9%). However, Burwood has a lower proportion of children aged 0 to 17 years than Greater Sydney (18.2% compared to 22.9%).

Burwood's population is culturally diverse with 59% of the population speaking a language other than English at home. The five most commonly spoken languages other than English are Mandarin, Cantonese, Italian, Korean and Arabic. Aboriginal and Torres Strait Islander people make up 0.4% of the Burwood population.

The average household income in the 2011 census for the Burwood LGA was \$1,310 per week which represented an increase of 22.3% since 2006. The majority of people working in Burwood were employed in health care and social assistance (17%), followed by professional services (13.6%), retail (13.3%) and education and training (12.5%). The unemployment rate at the time of the 2011 census was 6.8%.

Burwood at a glance

Area	7.26 square kilometres
Distance from Sydney CBD	12 km
Estimated residential population (2016)	36,505 people
Average household size	2.80
Proportion of families with children	45%
Proportion aged over 65	18%
People speaking a language other than English at home	59%
Aboriginal and Torres Strait Islander people	0.4%
Unemployment rate	6.8%
Median household income (\$/weekly)	\$1,310
Total businesses	3,789 people
Proportion of population in volunteer work	13%
People with a disability	Around 18.5% or 6,680 people
People needing assistance with core activities	5.2% or 1,683 people
Carers in the community	2,976 people

Future growth

The Department of Environment and Planning forecast population for Burwood LGA in 2036 is 57,500 people, in 20,750 households. This is an increase of 20,995 people on 2016 levels, and 36% growth.

The average household size is forecast to be 2.66 people per household (2.80 currently).

² Burwood 2030 Community Strategic Plan

Significant growth is forecast in particular for the Burwood Town Centre. This has a number of implications for Council including:

- increased pedestrian activity in the Burwood Town Centre, with an increased need for wide footpaths for people with difficulty walking and wheelchair users
- leveraging increased affordable and adaptable housing through increased development
- improving wayfinding and signage so that increasingly diverse populations can find their way around

Disability Snapshot

National

Population

The Australian Bureau of Statistics' Survey of Ageing, Disability and Carers (2015) provides some recent data about disability in Australia. In this survey, a person has disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

In 2015:

- almost one in five Australians reported living with disability (18.3% or 4.3 million people)
- The majority (78.5%) of people with disability reported a physical condition, such as back problems, as their main long-term health condition. The other 21.5% reported mental and behavioural disorders
- more than half of those with disability aged 15 to 64 years participated in the labour force (53.4%), which is considerably fewer than those without disability (83.2%). These results are consistent with those in the 2012 SDAC
- while the proportion of older Australians has increased, the prevalence of disability amongst them has decreased. In 2015, 50.7% of older people were living with disability, down from 52.7% in 2012

Carers

In 2015, almost 2.7 million Australians were carers (11.6%), with 856,100 people (3.7%) aged 15 years and over identified as primary carers. These patterns were similar to those in 2009 and 2012.

In 2015:

- the average age of a primary carer was 55 years
- over one-third of primary carers (37.8%) were living with disability themselves
- females made up the majority of carers, representing 68.1% of primary carers and 55.5% of all carers
- for people aged 15 to 64 years, the labour force participation rate for primary carers (56.3%) and other carers (77.2%) was lower than for non-carers (80.3%)

Disability in culturally diverse communities

The National Ethnic Disability Alliance (NEDA) is the national peak organisation representing the rights and interests of people living with disability, their families and carers, from culturally and linguistically diverse (CaLD) and non-English speaking backgrounds (NESB).

NEDA notes that one in every four people with disability is a person from a first or second generation non-English speaking background, representing approximately 1 million people across Australia. People from NESB with disability are less likely to access support services than people with disability born in English speaking countries.

Disability and caring in Burwood

Many people with disability live in the Burwood LGA. People with disability including those who have a long-term impairment that is:

- Physical
- Mental
- Intellectual
- Sensory

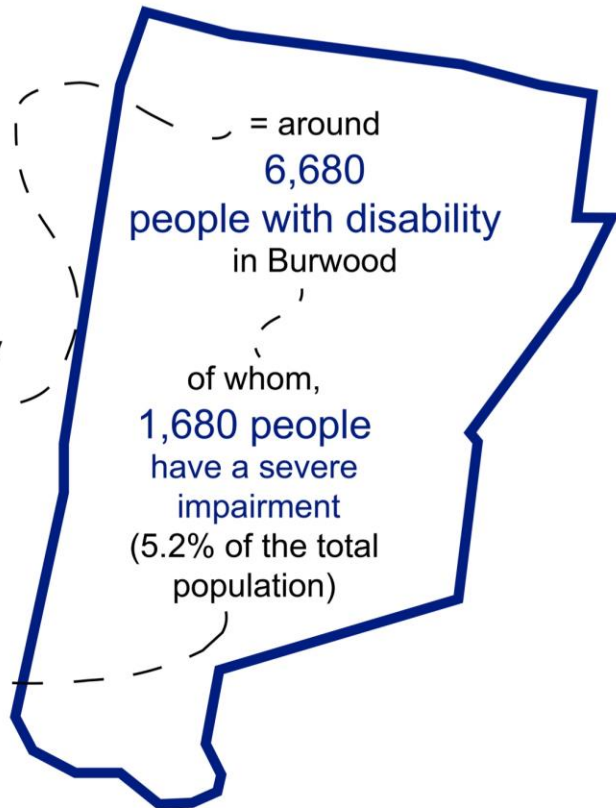
We know that there are around 6,680 people with disability living in the Burwood LGA (using the disability prevalence rate from the SADC 2015) or around 18.3% of the population. The 2011 Census also showed that 5.2% of the Burwood population (1,683 people) needed assistance with core activities, that is, had a severe impairment. This is higher than the Inner West area (4.3%) and Greater Sydney (4.4%). Burwood had a lower proportion of children, young people and adults with disability than the Inner West and Greater Sydney, but a higher proportion of older people aged 60 and over with disability.

Around 2,976 people or 10.8% of people in Burwood provide unpaid assistance to a person with a disability, long term illness or old age. This is similar to the Inner West (10.3%) and Greater Sydney (10.8%).

Burwood Council area - Persons 2011 (Usual residence)				
Assistance needed by age group (years)	Number	% of total age group	Sydney - Inner West SA4 %	Greater Sydney %
0 to 4	10	0.6	0.6	0.9
5 to 9	17	1.1	1.5	2.3
10 to 19	45	1.3	1.3	1.9
20 to 59	286	1.5	1.4	2.0
60 to 64	99	6.6	5.1	6.2
65 to 69	113	10.1	7.1	7.7
70 to 74	142	13.9	12.6	11.4
75 to 79	220	24.4	22.8	18.1
80 to 84	298	35.8	33.6	27.7
85 and over	453	55.9	55.0	48.4
Total persons needing assistance	1,683	5.2	4.3	4.4



1 in 5 Australians live with a disability (18.3% or 4.3 million people)



This is **higher** than the Inner West area (4.3%) and Greater Sydney (4.4%).

Burwood has a **higher** proportion of older people 60+ with disability than the Inner West and Greater Sydney...

... but a **lower** proportion of children, young people and adults with disability.



In Burwood, there are around **2,976 carers** providing unpaid assistance to a person with a disability, long term illness or old age (10.8% of the total population).



Burwood is very culturally diverse. People with disability from non-English speaking backgrounds are **less likely** to access services.



Disability services and accessibility in Burwood

Burwood is seen as a traditional service hub for many different groups of people with disability. Transport and other systems work well to allow this to happen. However, as the area becomes more expensive and commercial, not for profit groups and individual providers struggle to maintain their presence in the area. The LGA may therefore lose many services that are valuable to people across the Inner West. Many services are also changing functions in the transition to the NDIS. A number of disability services are located in Burwood LGA including:

- Eureka Community Services
- Community Living Croydon Park
- Burwood Community Welfare Services
- Wesley Lifeskills Croydon Park
- Burwood Food Services – Meals and Wheels
- Sunnyfield
- Ella Community Centre
- Participate Australia
- Recreation and Peer Support
- Relationships and Private Stuff

Council's Role

Council works towards creating inclusive places, services and facilities for people with disability, and manages some services directly. Accessibility is about making sure people can enter a place or building. It is also about making sure people can use a service, get information or take part in our community. Changes to the NDIS and State funding for Council programs means Council may need to review its future role in disability service provision. Council's service provision includes:

1. Accessible venues and facilities
2. Accessible parks and playgrounds
3. Library services including the home library service
4. Regional Volunteer Network
5. Regional Podiatry service
6. Community development
7. Community grants
8. Coordinating and facilitating partnerships and outcomes
9. Information and referral
10. Forums and committees
11. Planning and controls

1.1 Council's Park and Community Facilities

Council has 20 parks that are accessible to people using a wheelchair. Of these, seven have an accessible toilet (with MLAK key access afterhours). There are 11 playgrounds with some accessible play equipment. New or replacement playgrounds are pending for three parks (four playgrounds in total). These playgrounds will also include some accessible equipment.

All of Council's venues and facilities are physically accessible. However, only Burwood Community Hub and Customer Services have a hearing loop. There are planned upgrades to improve accessibility at Enfield Aquatic Centre, including a new accessible entrance and possible hoist upgrade.

Park and Reserve Accessibility³				
Park	Suburb	Disability Access to park (e.g. wide footpaths)	Accessible toilets	Accessible play equipment
Blair Park	Croydon	yes	Yes	yes
Brown Reserve	Croydon Park	yes	No	no
Burwood Park	Burwood	yes	Yes	yes
Cooינו Reserve	Enfield	yes	No	no
Coronation Reserve	Croydon Park	no	No	no
Flockhart Park	Croydon Park	yes	Yes	yes
Froggatt Crescent Reserve	Croydon	yes	No	no
Grant Park	Enfield	yes	No	no
Henley Park	Enfield	yes	Yes	Yes and N/a (2 areas) Replacement playgrounds pending. Also includes blind cricket wickets.
Jackett Reserve	Burwood	yes	N/a	yes
Jackson Park	Croydon Park	yes	No	n/a
Keith Smith Park	Croydon	yes	No	yes
Martin Reserve	Croydon Park	yes	No	Yes and N/a (2 areas)
Prowse Reserve	Croydon	yes	No	no
Reed Reserve	Croydon	yes	No	yes
Russell Street Reserve	Strathfield	yes	No	N/a Replacement playground pending.
Sanders Reserve	Burwood	no	No	n/a
St Paul's Close Park	Burwood	no	No	yes
Walsh Avenue Reserve	Croydon Park	yes	No	yes
Wangal Park	Croydon	yes	yes	No Replacement playground pending.
Whiddon Reserve	Croydon Park	yes	no	no

³ No= no toilets or playgrounds present. N/a=playground mulch soft fall. No= footpaths not present or provide poor access.

Willee Street Reserve	Strathfield	yes	yes	n/a
Woodstock Park	Burwood	yes	yes	Yes and N/a (3 areas)
Wyatt Avenue Park	Burwood	No	no	n/a

Council venues/facilities accessibility				
Venue name	Physically accessible (eg. lifts, ramps)	Accessible toilets	Hearing loop	Other?
Burwood Library	Yes	Yes		Zoom Tech on some public access PC's Front desk wheelchair accessible Large Print books, audio books and DVD's available for loan EBooks and Emagazines available to housebound patrons Home Library Service available to housebound local patrons
Burwood Community Hub	Yes	Yes	Yes	
Woodstock Centre	Yes	Yes	No	
Fitzroy Centre	Yes	Yes	No	
George Street Centre	Yes	Yes	No	
Enfield Aquatic Centre	Ramp entry to facility and ramp entry to indoor pool hall. Steps with railing into pool but no ramp.	Yes	No	Chair hoist that is very outdated and requires an upgrade
Burwood Park Community Centre	Yes	Yes	No	
Burwood Park Pavilion	Yes	Yes in park		

Action plan 2017-2021

- Key Area 1 Developing positive community attitudes and behaviours
- Key Area 2 Creating more liveable communities
- Key Area 3 Inclusive employment practices
- Key Area 4 Improved systems and processes

1. Developing positive community attitudes and behaviours

The attitudes and behaviours of the general community towards people with disability have been described by people with disability as the single greatest barrier to full access and inclusion.

Developing positive community attitudes and behaviours is central to making people with disability feel more welcome and included in all aspects of community life, and ensuring that people with disability can live and work more comfortably in Burwood.

What the community told Council

- People feel like the Burwood community has positive attitudes and behaviours towards people with disability. Burwood is a central hub for many large providers and so there are lots of people with disability coming to the LGA.
- However, participants were aware that when they travelled and participated in the community in groups they stood out and people within the community were more likely to notice them and move away but they like being together. Some people felt that there is a lack of understanding of the needs of people with disability, for example children with autism being labelled as naughty. People with disability use parks in the LGA, often in groups, but not always in a positive environment.

“It’s great when we go to a park as a group because as soon as we turn up they take one look and bugger off and that leaves us with more space.”

- Shops, Westfield and cafes are popular places to visit, but are not always welcoming.

“Depending on the shop to depending on the person in the shop if we feel ok. Everybody knows me at Westfield”

“You get to look at things”

“Most shops are welcoming.”

“I was harassed last week at a shopping centre because I was with someone who screams to get what she wants. That’s what she likes to do. That’s her disability. They said she had to can it or has to leave.”

- People feel like the Council caters for people with disability and is responsive about accessibility issues. However, some people felt that the area mustn’t have positive attitudes as they “hadn’t seen anything about it” from Council.

“When we asked about sand on the Burwood Pavilion stage the Council organised to clean it and redo the lawns”

- Some ideas to improve community attitudes and behaviours include public advertising, booklets, and education for children. The Council could create opportunities for people to mix through events, workshops and activities that cater to people of all abilities, to encourage people to appreciate the diversity of the community.
- Some people with disability identified that they feel intimidated by police and are reluctant to report issues to them. Council could facilitate some sessions between people with intellectual disabilities and police.

What Council is already doing

- Providing disability and awareness training to staff involved with customer services. Staff training in disability awareness continues to be conducted to create a greater understanding of needs and improved customer service experience when responding to a person with a disability.
- Promoting and celebrating International Day of People with a Disability in partnership with major disability providers and state agencies by hosting and coordinating the Inner West wide “Groovability Festival” on the first Thursday of December since 2010.
- Convening and coordinating the Inner West Disability Forum.
- Proactively promoting special needs exercise classes with health and wellbeing classes that use or hire Council facilities.

- Celebrating Carers Week by coordinating an event in partnership with several agencies and councils in the Inner West.

Council's Vision

All people will feel welcome and included and are able to fully participate in community life without prejudice.

Strategies

Potential strategies:

1. Celebrate the diversity of the Burwood community.
2. Increase community understanding of the diversity of people with disability and their needs.
3. Support Council staff to work more effectively with people with disability.

Actions 2017 – 2021

Burwood2030 Reference	Strategies	Actions	Timeframe
1.1 A safe community for residents, visitors and workers	Support Council staff to work more effectively with people with disability.	Provide ongoing disability awareness training for all frontline staff, including customer service, community services and Enfield Aquatic Centre staff.	Ongoing
2.2 Strong partnership to benefit the community		Investigate closer links with local services to provide direct support for managing challenging behaviours in community facilities and establishing referral processes.	2017-2018
2.5 Efficient, effective customer focused services		Investigate trialling an outreach worker based in Burwood Library and Community Hub for support and referral for people with challenging behaviours.	2017-2018
4.3 Safe facilities and services			
1.4 A community that celebrates diversity	Increase community understanding of the diversity of people with disability and their needs.	Display positive communication materials from existing peak disability services in Council venues including Burwood Library and Community Hub, including in community languages.	Ongoing
2.2 Strong partnership to benefit the community		Investigate opportunities to work with the local Chambers of Commerce to encourage education for employers and staff around the needs of customers with disability.	2017-2018
5.2. Support small business			
1.4 A community that celebrates diversity	Celebrate the diversity of the Burwood community.	Continue to promote and celebrate the International Day of People with Disability and Carers Week with a focus on inclusion, and explore other opportunities.	Ongoing

2. Creating liveable communities

Liveable communities are important for all people in the community and are achieved by applying

the principles of universal design. In order to be a liveable place our public spaces and places, streets, parks, homes and community facilities need to be accessible to all people. This includes being able to get around easy, to know where are you going, and to have quality, clean and safe facilities in public spaces to enable you to stay out. Liveable communities also includes having access to social recreation opportunities, transport and accessible and affordable housing.

What the community told Council

- While many people said that Burwood is a liveable community for people with disability, a similar number said that it is only “somewhat” liveable.

Getting around

- The area is easy to walk around as it is quite flat, and has raised crossings.

“Better than most suburbs”

“Raised crossings are good”

“It’s pretty busy in Burwood but its flat and has good walkability”

- Some roads are uneven, such as around George St/Elsie St, and around road works. There were concerns that footpaths were narrow, especially from Burwood Station to Westfield.

“The footpaths are too narrow. It’s ok once you get to Westfield but getting there from the station is hard”

- Signage near the station and accessible signage pointing to direction of things like Westfield/Library etc. would help a lot of people.
- Transport in Burwood is good, with an accessible and safe station located close to accessible shopping centres and streetscapes.

“Fixing the station itself and around has made a big difference”

- People were also excited that Croydon station was in the process of being upgraded and that this was supported by Burwood council. However, the accessibility of the station was reduced in the meantime.

“It’s taking too long to upgrade though and its less accessible in the interim”.

“It was very confusing to work out how to use it”.

- Community transport has moved from Burwood to Strathfield. Some people felt that the services seems to be uninterested in the transport needs of people with disability.
- People thought that more suitable and affordable local transport, including community transport after hours, was needed.
- More accessible parking is needed including more than one place at each venue. There is a need for covered pathways for wheelchair users linking accessible parking and building entrances.

Shops and businesses

- People thought that there is great access to shops in Burwood.
- A lot of shops have been around for a long time and have developed relationships with people with disability, however, not all shops and businesses are accessible for wheelchair users. This may be as many are in old buildings. There is only one lift in Westfield.

- Council could create incentives for businesses to be more inclusive including practical things like accessible toilets, elevated bus stops, information in braille and easy English. There could there be some education conducted for businesses, especially those that serve food, about better ways to interact with customers with disability.

Parks and community facilities

- People said that they particularly liked Burwood Park as a place to come and to travel through.
- Post NDIS, people will be accessing general community facilities more. As people access general facilities and spaces for activities, the need for accessible spaces is even more pressing.
- In parks, it is hard to find places that have clean tables to eat at, garbage bins near the tables, are fenced off/secure and have clean toilets to use.

“Who wants to eat off a bench? We need tables. And toilets.”

- Woodstock has been a great community hub, but there has been less buzz since the renovation. The Centre is also seen as less accessible, including as the renovations have made it tricky to use the bathrooms.
- People with chronic illness, non-NDIS eligible disability (mental illness, learning difficulty, etc) will really need the mainstream services to become more inclusive and accessible.
- The Burwood Community Centre is located too far from the station.

Social recreation

- There are lots of affordable and accessible programs in the LGA including festivals and events that people with disability can access. There is an opportunity for more inclusive events in the LGA, especially free ones. Some festivals are too crowded, such as Vivid. At events, there could be a drop-off area for people with disability, older people, families with prams. There could be accessible portaloos. Stalls should not be too high for people who use wheelchairs to be able to speak with servers. Seating with a good view should be available.
- Social recreation can be very expensive.

“\$20 to go to the movies is too much. We can’t afford that much”. Why can’t it be like the pool (Ashfield) where you get in free if you live within 5km and have a disability?”

- There is a need for options to access the community using NDIS funding such as the City of Sydney’s Gig Buddies program, where people without disabilities could volunteer to attend gigs with people with disabilities who wanted to attend music events.
- There is a need for more information about the opportunities available.

Other

- There is a need for affordable venues for small practitioners (e.g. counselling) to work out of as more practitioners set up private practice in the transition to NDIS.
- There is a need for affordable and accessible housing.

What Council is already doing

- Continuous upgrading of Council owned and/or controlled footpath areas.

- Continuous upgrading of Council owned facilities to be more accessible through provision of ramps, lifts (Woodstock Community Centre), universally accessible toilets.
- Continuous upgrading of Council owned parks, such as the provision of an inclusive stage area in Burwood Park called “The Pavilion” which has benefited the celebration of the International Day of People with a Disability Groovability Festival.
- Considering a Housing Affordability policy that may increase housing options, especially for those on modest incomes.
- Providing automatic accessible toilets in Burwood Park.
- Providing discounts for people with disability using Enfield Aquatic Centre.
- Supporting a family friendly café in Burwood Park that is wheelchair accessible.
- Running a monthly Seniors Social Group that provides health and wellbeing related topics and activities as well as bus trips for seniors.
- Coordinating the annual Carers Week celebration in partnership with various aged and disability services, government agencies and other councils in the Inner West region.
- Developing and implementing policies to make Burwood more liveable for everyone, including:
 - Outdoor Eating Policy and Licence
 - Placement of A-frames, Merchandise and other activities on footpaths
 - Transport Strategy for Burwood
 - Burwood Public Parking Strategy
- Supporting the upgrade of the Croydon train station (near completion). Station Accessibility upgrade near completion (2017). When this happens all three train stations in Burwood Municipality (Burwood, Strathfield and Croydon) will be accessible.
- Using the Infrastructure Management Group (IMG) assessment of asset management data base to prioritise areas within Council that require upgrading and maintenance including roads and footpaths.
- Community Grants to support innovative initiatives of not for profit organisations, and providing administration support for the Clubs NSW Grants Program.
- Running the “Slow Down” campaign for streets identified as having high number of speed related accidents.
- Council’s auditorium in the Library and Community Hub is equipped with an infrared hearing augmentation system.
- Council’s Home Library Service provides audio books, MP3s for loan, has a good collection of large print books plus is able to source out other large print books through its inter-library system as well as that from the State Library.

Council’s Vision

Burwood will be an accessible environment for people with disability with inclusive community events and activities.

Strategies

1. Deliver accessible and inclusive community facilities and spaces.
2. Support accessible and inclusive community events and activities for people with disability.
3. Encourage increased supply of adaptable, affordable and livable housing for people with disability.

Actions 2017 – 2021

Burwood 2030 Links	Strategies	Actions	Timeframe
1.2 High quality activities, facilities and services	Deliver accessible and inclusive community facilities and spaces.	Liaise with Community Transport about services provided in Burwood area including auditing what services may be lacking. Investigate delivering a shuttle service between train stations, Enfield Aquatic Centre, Woodstock and the Burwood Library.	2018-2019
2.2 Strong partnerships to benefit the community			Ongoing
3.1 Maintain and enhance open green spaces and streetscapes			
4.1 Effective traffic management and adequate parking provision		Continue the program of retrofitting pedestrian crossings as raised crossings and including dropped kerbs in new footpaths.	2018-2019
4.2 Accessible services and facilities that are well utilised		Provide new wayfinding and signage in the Burwood Town Centre including eye level signage for people using wheelchairs, Braille signage and directions to major facilities such as the Burwood Library and Community Hub (subject to funding).	
4.3 Safe facilities and services		Complete the implementation of the Master Plan relating to accessibility through the rear of the Enfield Aquatic Centre.	
4.4. Encourage active and healthy lives		Investigate a new pool hoist at the Enfield Aquatic Centre.	
4.5 Vibrant and clean streetscape		Review the provision and location of park furniture and toilets in key parks including Burwood Park, to provide accessible tables, garbage bins, seating and parking close together.	
		Include accessible play features in new and/or replacement playgrounds at Wangal Park, Russell St Reserve and Henley Park.	
		Advocate with major shopping centres to support increased accessibility for people with disability.	

Burwood 2030 Links	Strategies	Actions	Timeframe
1.2 High quality activities, facilities and services	Support accessible and inclusive community events and activities for people with disability.	Explore avenues to expand the community grants program to include funding for inclusion specific programs.	2017-2018
2.2 Strong partnerships to benefit the community		Develop guidelines around how Council will partner with for-profit services delivering inclusive programs for people with disability that meet identified needs.	2017-2018
4.2 Accessible services and facilities that are well utilised		Develop an Inclusive Events Checklist for Council and community event organisers.	2017-2018
4.3 Safe facilities and services			
4.4. Encourage active and healthy lives			
5.1 Support and manage Burwood's strategic centre status	Encourage increased supply of adaptable, affordable and livable housing for people with disability.	Ensure the Affordable Housing Strategy considers the needs of people with disability	2017-2018
		Ensure that Land Use Planning instruments relating to Affordable Housing provision consider the needs of people with disability, consistent with Department of Planning provisions.	2018-2019
		Enforce adaptable housing through the development assessment and certification process (subject to policy).	Ongoing
		Consider the requirements of the Livable Housing Design guidelines in future iterations of the Control Plan in accordance with the Apartment Design Guide	2017-2018

3. Supporting access to meaningful employment

Employment provides a sense of worth and access to an income that improves our wellbeing.

Employment and economic security for most people are closely related. Employment contributes to independence and feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control. This has not been an area in which local government has played a significant role in the past.

What the community told Council

- Most people agreed “somewhat” that the Burwood area has access to meaningful employment for people with disability.
- Some barriers are the high number of small businesses, that people don't know the services they can use, there are only jobs available in hospitality.
- People thought that there is a need for information about jobs readily available in appropriate formats.

- People thought that there is a need for support for employers to understand how to modify a worksite or position to accommodate the needs of a person with disability.
- There is a need for more understanding from employers and/or local organisations seeking volunteers of the skills and experience of people with disability.
- Council could encourage local businesses to take on people with disability for work experience. This would help people get the experience they need, as well as help businesses be less scared of people with disability.
- Other ideas included helping people to access university, promote working from home, and more flexible working hours.

What Council is already doing

- Auspicing the Regional Volunteer Network. This program has enabled a number of job seekers including people with disability to gain work experience either within Council or other agencies/organisations.

Council's Vision

People with disability will have increased opportunities to access employment and Council will be a leading employer.

Strategies

1. Support increased employment and training opportunities for people with disability.

Actions 2017 – 2021

Burwood 2030 Links	Strategies	Actions	Timeframe
2.3 Responsible employer of choice	Support increased employment and training opportunities for people with disability.	Continue to auspice the Volunteer Network to provide support and placements for volunteers with disability (subject to funding).	Ongoing
5.2 Support small business		Showcase Council's best practice in being an EEO employer.	Ongoing
5.3 Increase employment and training opportunities		Investigate opportunities to work with the local Chambers of Commerce to encourage education for employers around accessibility.	2018-2019

4. Improving access to services through better systems and processes

A common issue for people with disability is the difficulty in navigating systems and processes to access the services and supports they need in the community. Some of these difficulties stem from the quality of service and training of front line personnel, the systems and processes required to access services, and the lack of accessible options for communicating, accessing information or providing input or feedback. Being able to have a say about what happens in the Burwood LGA is important.

What you told Council

- People thought that it was not easy, or only somewhat easy, for people with disability to access information and share their ideas, opinions and concerns with Council.

“If I had a relative with disability I don’t know where to get help”

- People without a disability felt that they wouldn’t know where to get help for a relative if something happened, and that they hadn’t seen anything about disability in their interactions with Council.
- People mostly use the internet/Google, Inner West Courier and Council website/newsletter/facebook to access information. Some people use local/regional Chinese and other language newspapers.
- People value free internet access in the libraries.
- The website should have a section for people with disability.
- People felt like Burwood Council may have more things happening than what they knew about. Websites and emails really don’t work to get information out to people with a disability, instead there is a need for the personal presence of a project officer to talk to disability agencies and groups of participants with disabilities about things they have coming up. Groups could have a drop-in day where clients could see and learn about multiple disability services on the one day.
- The Council could have lunch meetings e.g. at the library where you can go to a meeting and share ideas on how to improve the area.
- Some people missed the Access Committee.
- Need for training for staff in community venues in disability inclusion, especially as an increase in use post NDIS is expected.

What Council is already doing

- Providing free internet access in Railway Square and Burwood Library and Community Hub
- Utilising talk to text for customer services
- Employing an Aged and Disability Worker
- Providing disability and awareness training to staff involved with customer services

Council’s Vision

People with disability will have a say in issues that affect them in the Burwood LGA and Council’s systems and processes will be accessible and inclusive.

Strategies

1. Provide opportunities for people with disability to have influence on decision making.
2. Ensure that Council’s communications are accessible and provide information about accessible and inclusive community facilities and services.

Actions 2017 – 2021

Burwood 2030 Links	Strategies	Actions	Timeframe
1.3 A well-informed, supported and	Provide opportunities for people with	Continue to convene and co-ordinate the Inner West Disability	Ongoing

Burwood 2030 Links	Strategies	Actions	Timeframe
engaged community 2.1 Community confidence in Council's decision making	disability to have influence in decision making.	Forum. Establish an Inclusion Advisory Panel.	2017-2018
1.2 High quality activities, facilities and services 1.3 A well-informed, supported and engaged community	Ensure that Council's communications are accessible and provide information about accessible and inclusive community facilities and services.	Provide updated information about services and programs available in the area. Participate in multicultural interagencies to support the inclusion of culturally diverse people with disability in mainstream services.	Ongoing Ongoing
		Audit the accessibility of Burwood Council's website for disability access. Update the disability page of the website and promote the aged and disability worker. Provide an Easy English version of the website with pictures.	2017-2018

Monitoring and Reporting

Through a range of informal and formal reporting mechanisms, Council will monitor and report on the implementation of the Burwood Disability Inclusion Action Plan 2017-2021 to ensure accountability and transparency. This will include:

- Reporting of progress of implementation of DIAP Actions in annual reports to be made available to the community online, at Council's Administration Centre and libraries.
- Council's Corporate Strategy Team will promote the implementation of the DIAP across the organisation and report on its progress of implementation.
- Establishment of Council Inclusion Advisory Panel to provide advice as required (around four times per year) on major projects or policy decisions.
- Incorporation of Disability inclusion questions in Council's annual Community Satisfaction survey.
- Ensure senior staff members report to Council on the Plan's progress every year.
- Monitor that the Plan is part of the work being done across all areas of the LGA.