



**Disability Inclusion  
Action Plan 2022-2026**



**Burwood**  
Inc.1874



# Acknowledgement of Country

Burwood Council acknowledges the Wangal Clan of the Eora Nation, the traditional custodians of the lands in which the Burwood Local Government Area is located.

We pay our respects to their elders past, present and emerging. We acknowledge and respect their cultural heritage, beliefs and ongoing relationship with the land.







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Message from

# The Mayor, John Faker



**The Burwood Disability Inclusion Action Plan 2022 - 2026 seeks to achieve a more inclusive and accessible Burwood for people with disability. It builds on the ways our community looks out for one another, and aspires to make Burwood the best it can be for everyone who lives, works, and visits here.**

Burwood Council has long been focussed on strengthening and maintaining a welcoming, supportive and connected community, inclusive of people of all abilities. We have many strengths that I am proud of - a diverse and vibrant community, access to great local services, inclusive programs and events, and a variety of high quality public spaces and community facilities. In ensuring that people with disability have equal access to what makes Burwood great, we strengthen the liveability of Burwood for everyone.

This Plan details the goals and actions Council has committed to undertaking over the next four years. It represents Council's commitment to breaking down barriers experienced by people with disability and outlines the ways in which we will increase positive community attitudes and behaviours, create liveable places, provide access to meaningful employment and develop more accessible systems.

Importantly, this Plan has been developed with input and contributions from people with lived experiences of disability as well as their families and advocates in the community. I sincerely thank those who shared their stories, experiences, ideas and priorities for improvement to accessibility and inclusion in our community. By working together, we will ensure we achieve our goals to make Burwood more welcoming, liveable, accessible and connected for all.

I look forward to working with my fellow Councillors and staff in supporting the implementation of this Plan, and in turn ensuring Burwood is a thriving community where diversity is embraced, everyone is valued, and has the opportunity to contribute and belong.





# About this Plan

The Burwood Disability Inclusion Action Plan 2022-2026 (DIAP) sets out a four-year roadmap for a more inclusive and accessible Burwood for people with disability.

## Our commitment

Burwood Council (Council) is committed to leading the way in ensuring access and inclusion for everyone that lives, works and visits the Burwood Local Government Area. We know that people with disability in our community have many strengths and are valued workers, volunteers, friends and family members. We also recognise that people with disability are more likely to experience physical, attitudinal and social barriers to participating in community life.

Our Disability Inclusion Action Plan sets out our commitment to breaking down those barriers and to making our communities, services, spaces and information more accessible and inclusive for people with disability. The Plan aims to support people with disability to enjoy the range of opportunities and choices offered in Burwood, without barriers.

## Developing the Plan

Our Plan was developed with the support and contributions of people with lived experiences of disability as well as their families and advocates in our community.

Our approach included:

- **Research:** We undertook desktop research and analysis to understand what our community looks like now and how it will change over the coming years; we reviewed planning policies and directions at the national, state and local level, as well as our previous DIAP.
- **Our community:** We consulted with people with disability, their families, carers, service providers and advocates through an online survey, Easy Read survey, in-person and online focus groups and phone interviews.
- **Our team:** We consulted with Burwood Council staff across multiple departments through an online workshop and one-on-one phone interviews.

# Council's role in access and inclusion

**Under the NSW Disability Inclusion Act 2014 (DIA), local councils are required to undertake disability inclusion action planning. Recent challenges such as the COVID-19 pandemic have further highlighted local governments' responsibilities and duty of care in supporting people with disability.**

Burwood Council has long been committed to strengthening and maintaining an inclusive and diverse community in which people of all abilities are able to connect, participate and thrive. Council has provided leadership and planning, most recently through its first Disability Inclusion Action Plan 2017-2021, which is superseded by this Plan.

Importantly, to deliver sustainable outcomes, Council needs to build capacity and work in close partnership with other levels of government, the community, private sector and other stakeholders.

We recognise that the Burwood community has many strengths to build on, including a diverse and skilled community and good access to local services. This Plan outlines opportunities for collaboration and partnership, recognising that we all have a role to play in creating a more inclusive and accessible community for people with disability.

## Council's role involves:

### Leading and advocating

- Promote positive attitudes and behaviours in the community
- Listen to people with diverse abilities to understand their needs
- Advocate to other agencies and levels of government

### Planning and regulating

- Develop policies that respond to the diverse needs of our community, including people with disability
- Align decision-making to the diverse needs and aspirations of our community
- Building partnerships and capacity
- Unlock capacity within our community by sharing information and resources
- Partner with organisations and our community to achieve shared goals, including increasing access to meaningful employment

### Delivering infrastructure and services

- Ensure Council services and programs are inclusive of people with disability
- Plan and deliver public places and spaces that are accessible and welcoming for all



# Strategic context

**This Plan aligns with a range of International, National and State legislation and standards to guide Council’s role in planning for and supporting people with disability.**

Importantly, this Plan is essential to achieving our community vision as set out in our Community Strategic Plan, Burwood 2036.

This Plan is particularly relevant to the strategic direction ‘Inclusive community and culture,’ which seeks to create “a thriving community where diversity is embraced, everyone is valued, connected and has the opportunity to contribute and belong.”



## **International**

- UN Convention on the Rights of Persons with Disability (2006)

## **National**

- Australia’s Disability Strategy 2021-2031
- National Disability Insurance Scheme (NDIS)
- Disability Discrimination Act 1992
- Disability (Access to Premises – Buildings) Standards 2010

## **State**

- NSW Disability Inclusion Act 2014
- Carers (Recognition) Act 2010 NSW
- Anti-Discrimination Act 1997
- The NSW Disability Inclusion Plan 2021-2025

## **Burwood Council**

- Community Strategic Plan – Burwood 2036
- Delivery Program 2022-2026
- Operational Plan
- Local Environment Plan (LEP)
- Development Control Plan (DCP)
- Burwood Community Engagement Strategy

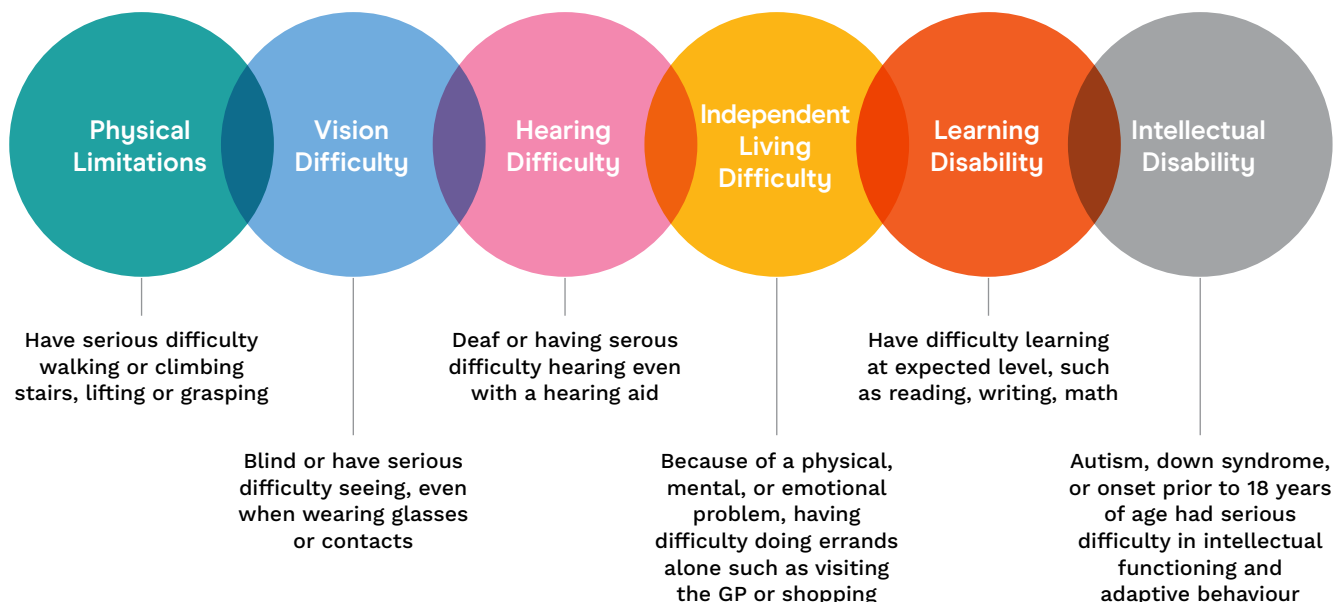
# Defining disability

**Around 1 in 6 people in Australia – or about 4.4 million people (18%) – live with disability.**

*The NSW Disability Inclusion Act 2014* defines disability as “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.”

Disability may be acquired at birth, or may be the result of an accident, injuries, diseases, illnesses or hereditary conditions, or ageing in life. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible. Some people require a high level of support in their day-to-day lives, while many others live totally independently.

## Types of disability



**Figure 1 - Types of Disabilities:** Physical Limitations, Vision Difficulty, Hearing Difficulty, Independent Living Difficulty, Learning Disability, Intellectual Disability Nielsen’s Reaching Prevalent, Diverse Consumers with Disabilities Report, October 2016 (<https://neatebox.com/blog/whyinclusionmustmattertobusinesses>)



# Our community

## About Burwood

Burwood is a cultural melting pot of inclusive and diverse communities with a thriving business and retail centre surrounded by historic villages. The LGA includes Burwood, Burwood Heights Croydon Park and Enfield and parts of Croydon and Strathfield.

At the time of the 2021 Census, Burwood was home to more than 40,200 residents and by 2041 our population is projected to reach 58,200\*. Our community is highly culturally diverse with 58% of residents born overseas and 63% speaking a language other than English at home, the most common languages other than English being Mandarin, Cantonese, Nepali, Arabic and Italian.

## Disability and caring in Burwood snapshot

At the time of the 2021 ABS Census, Burwood was home to 2,045 people with disability, representing 5.1% of our population. This is a similar proportion compared to Greater Sydney at 5.2%.

**5.1%**  
or 2,045 people living in Burwood reported needing help in their day-to-day lives due to disability.

The number of people with disability increased by **149** people between the 2016 and 2021 Census.

**10.4%**  
or over 3,320 people living in Burwood provide unpaid care to a person with disability, long term illness or old age.

Some suburbs have a higher proportion of residents with disability, including:

- Croydon Park – 5.9%**
- Enfield-Burwood Heights – 6.4%**
- Croydon – 7.3%**

\*Source: NSW Department of Planning and Environment.

Data Source: Australian Bureau of Statistics (2022), Census of Population and Housing 2021. Compiled using id Profile (Usual residence data).



# Engagement findings

## How we engaged the community

This Plan was developed through consultation with our community including people with disability, carers and advocates, local service providers and Council staff to find out what they think is working well for inclusion and access in Burwood, what could be improved, and their ideas and priorities for the future.

We would like to extend our deepest thanks and appreciation to every participant who shared their stories, experiences, ideas and priorities for improvement to accessibility and inclusion in our community.





## What you told us

Across all engagement activities, the following key priorities were identified:

### Accessible transport and parking

The community told us that while there is good public transport in Burwood, they would like to see more accessible and affordable parking options for people with disability. They want Council to prioritise increasing the provision of accessible parking close to essential services such as medical centres, schools, shopping centres, parks and community facilities. People also want to see more sheltered pick up and drop off zones; more community transport options and better information about accessible transport.

*“The lack of disability parking and parking in general sometimes prevents access to amenities.”* – focus group participant

### Inclusive programs, activities and events

The community told us they would like to see more social groups, programs and activities that are inclusive of people with disability and carers. In particular, people said there is an opportunity for more free and affordable activities for children and young people to help overcome social isolation. People told us they would like to see more events and activities that include everyone in the community, not just target group focused and separate activities.

*“Create events and forums where people with disability of all ages can come together in a safe space and get to know one another. Social isolation is a big thing especially for children with complex disabilities.”* – survey respondent



### Increasing community education and awareness

The community told us there is a need for increased public education in Burwood about different types of disabilities, particularly less visible disabilities like autism, to break down stigmas and stereotypes. People said they would like to increase the visibility of people with disability and create opportunities for meaningful community connections and interactions.

*“Promoting a positive image and increasing visibility of people with disability in our community to make genuine connections and not transactional connections.”* – service provider

### Local employment opportunities

The community told us they would like to see more local employment and work experience opportunities for people with disability in Burwood, including at Council and in local businesses. Some said they think there is opportunity to increase understanding and awareness within the business community to better promote and support local employment opportunities.

*“Council already puts out a weekly business newsletter, so it could promote employers taking on people with disability, and let people know about employment service providers that can connect them with potential employees.”* – survey respondent

### Accessible public spaces

The community told us that they value local parks and public open spaces and want to see these places become more accessible and inclusive by providing more amenities such as shaded areas, seating close to footpaths, accessible toilets and change rooms, and ramp access. People would like these spaces to support inclusive events and programs.

*“Our parks are nice, wide, big and green, but Council needs to update Woodstock Park and Burwood Park, particularly the footpaths as they are all brick. They also need to install more wheelchair ramps in parks.”* – focus group participant



## Pathways, roads and signage

The community told us that having wide, flat-surfaced and clear continuous pathways, kerbs and road crossings is a priority to ensure easy access when moving around the LGA. While some areas are working well, people said there is a need for continuous improvements. People would also like to see improved accessible signage and wayfinding, including braille and pictorial street signs and tactile ground surfaces.

*“For people with low vision or who are blind, add street signs so they can feel the braille, especially on Burwood Road and at bus stops. Be more guide dog friendly in some areas in Burwood. Use tactile strips on stairs.”* – focus group participant

## Engagement and access to information

The community told us it is important that Council provides information in a range of formats and languages to ensure that everyone is included, including forms and documents, Council’s website and communications collateral such as newsletters and social media.

*“What matters is that whatever communication method is used; it has maximum accessibility. For example, make sure all the emails are drafted in accordance with web accessibility guidelines.”* – focus group participant

## Accessible toilets, change rooms and amenities

The community would like to see more accessible toilets, particularly in public spaces such as parks and playgrounds, community centres, as well as in local businesses such as cafés and restaurants. Adult change rooms in public spaces and community events is a key priority to ensure people with disability and their carers can come out and stay as long as they would like.

*“There needs to be availability of accessible adult change facilities, particularly for when there are events on like International Day of People with Disability, so people know they can come and stay for several hours because toilet facilities are available.”* – survey respondent

## Consulting with people with disability

The community expressed how important it is to listen, learn and collaborate with people with lived experience. We heard people with disability and carers should be consulted when planning for our community spaces, facilities, events and programs.

*“Establish an advisory group to guide the process of consultation, and to include some of the services and people with disability.”* – service provider




# Our Action Plan


Our Disability Inclusion Action Plan sets out our four-year roadmap across four key focus areas in order to achieve a more inclusive and accessible Burwood for people with disability.

The key focus areas include:

FOCUS AREA  
**1**  
Encourage positive  
community attitudes  
and behaviours



FOCUS AREA  
**2**  
Create liveable  
communities



FOCUS AREA  
**3**  
Access to meaningful  
employment



FOCUS AREA  
**4**  
Accessible systems  
and processes



The following Action Plan outlines a total of 14 goals and 43 actions that Council will work towards by June 2026.





## FOCUS AREA 1:



# Encourage positive community attitudes and behaviours

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.

This focus area encompasses two goals, including:

- GOAL 1.1:** Increase community awareness and understanding of disability inclusion.
- GOAL 1.2:** Increase Council staff and Councillor awareness and understanding of disability inclusion.



**Our actions working towards these goals are outlined below.**

#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 1.1: Increase community awareness and understanding of disability inclusion</b>					
1.1.1	Establish the Burwood Disability Inclusion Advisory Panel to work with Council to raise awareness in the community about diverse types of disability and emerging issues relating to people with disability, including barriers to access and inclusion.	Increased awareness in the community of disability and inclusion related issues	Hold at least 4 meetings per annum	Community and Culture	Year 1 (2022–2023)
1.1.2	Investigate opportunities to partner with the Multicultural Network to deliver the ‘Zero Barriers’ initiative to increase accessibility to local businesses for people with disability.	Increased knowledge and skills of local businesses related to improving accessibility and inclusion	Liaise with Multicultural Network and investigate funding sources	Community and Culture	Year 2 (2023–2024)
1.1.3	Ensure Council publications, social media and marketing materials reflect and celebrate the diversity of our community including positive imagery and stories of people with diverse types of disability in Burwood.	Council communications materials are representative of the diverse Burwood community	# of Council publications, social media and marketing materials that represent people with disability  Compile and maintain an up-to-date suite of images of people with disability and carers in the Burwood community	Place Management and Communications	Year 1 (2022–2023) and then ongoing
1.1.4	Work with local service providers and the community to facilitate and deliver inclusive events, activities or projects that celebrate the contributions of people with disability, including around International Day of People with Disabilities and Carers Week.	Increased awareness in the community of the importance of inclusion and the contributions of people with disability	Deliver at least two events, activities or projects that celebrate disability inclusion each year	Community and Culture	Ongoing



FOCUS AREA 1: Encourage positive community attitudes and behaviours *cont'd*

#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 1.1: Increase community awareness and understanding of disability inclusion</b>					
1.1.5	Promote volunteering opportunities at local not for profit disability services to our community.	Increased volunteering and awareness in the community	At least 10 volunteering opportunities promoted via Council channels per annum	Community and Culture	Ongoing
1.1.6	Review the Community Impact Award criteria to include a focus on access and inclusion within the annual Mayor's Business Commendation Awards Program.	Increased recognition of small businesses championing access and inclusion	Award included in annual Mayor's Business Commendation Awards Program	Place Management and Communications	Year 2 (2023–2024)
1.1.7	Deliver disability awareness training for local community organisations, workers and volunteers.	Community organisations have increased awareness of disability inclusion practices	# of community organisations, workers and volunteers attending training	Community and Culture	Year 2 (2023–2024)
<b>GOAL 1.2: Increase Council staff and Councillor awareness and understanding of disability inclusion</b>					
1.2.1	Deliver disability awareness training and information for all Council staff and Councillors with ongoing education delivered as part of inductions.	Council staff and Councillors have increased awareness of disability inclusion practices	# of Council staff and Councillors attending training	People and Performance with Community and Culture	Year 1 (2022–2023)







## FOCUS AREA 2:



# Create liveable communities

In order to be a liveable community 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 easily, 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 means having access to social and recreation opportunities, transport, and accessible and affordable housing.

This focus area encompasses seven goals, including:

- GOAL 2.1:** Ensure new and upgraded Council facilities and open spaces are accessible and inclusive for all.
- GOAL 2.2:** Improve accessibility of town centres and streetscapes.
- GOAL 2.3:** Ensure planning embeds inclusion and accessibility principles.
- GOAL 2.4:** Increase access to parking and transport.
- GOAL 2.5:** Increase accessible and inclusive community programs and events.
- GOAL 2.6:** Increase access to community and recreation services.
- GOAL 2.7:** Increase the number of accessible public toilets and change facilities.



**Our actions working towards these goals are outlined below.**

#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 2.1: Ensure new and upgraded Council facilities and open spaces are accessible and inclusive for all</b>					
2.1.1	<p>Ensure best practice accessibility within new and upgraded public open spaces and playgrounds as per the NSW Government Everyone Can Play Guidelines. Key projects include:</p> <ul style="list-style-type: none"> <li>- Burwood Park Nature Play (completed by June 2023)</li> <li>- Grant Park All Abilities Playground (completed by June 2023)</li> <li>- Flockhart Park Playground Upgrade (completed by June 2023)</li> <li>- Walsh Avenue Reserve Playground (completed by June 2023)</li> <li>- Monash Parade Playground (completed by June 2024)</li> <li>- Martin Reserve Playground (completed by June 2023)</li> <li>- Additional public open spaces and playgrounds, subject to funding.</li> </ul>	Improved accessibility of new and upgraded public open spaces and playgrounds	All new and upgraded play spaces are designed based on Everyone Can Play guidelines	Design and Assets	Ongoing
2.1.2	<p>Ensure the design of all new and upgraded Council-managed community facilities comply with current access legislation. Key projects include:</p> <ul style="list-style-type: none"> <li>- Burwood Urban Park, Arts and Cultural Centre (estimated completion by June 2025)</li> <li>- Enfield Aquatic Centre Upgrade Stage 4 (estimated completion by June 2026 with extent of upgrades subject to funding)</li> <li>- Additional community facilities, subject to funding.</li> </ul>	All new and upgraded Council community facilities adhere to Disability Discrimination Act (DDA) and Building Code of Australia (BCA) standards	All new and upgraded Council facilities are designed to satisfy access requirements.	Property	Ongoing
2.1.3	Undertake targeted community consultation with the community, Burwood Disability Inclusion Advisory Panel members and industry stakeholders to inform the design and evaluation of new and upgraded public open spaces and community facilities.	Increased consultation with people with lived experience and industry stakeholders	All new and upgraded public open spaces and facilities are informed by community and specialist input	Place and Communications Community and Culture	Ongoing



#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 2.1: Ensure new and upgraded Council facilities and open spaces are accessible and inclusive for all</b>					
2.1.4	Ensure Council website provides up to date information about the accessibility of recreation, aquatic and community facilities as well as Council-managed parks and playgrounds.	Council website provides up to date and complete information	Website content reviewed and updated each year  New online formats investigated to improve access to information	Customer Service and Business Improvement  Place Management and Communications	Year 1 (2022–2023)
2.1.5	Complete the implementation of the wayfinding strategy for parks and open spaces to improve accessibility and mobility across the Burwood Local Government Area.	Wayfinding signage meets standards and improves access to parks and open spaces	Signage in key parks and open spaces meets accessibility standards	Traffic and Transport	Year 4 (2025–2026)
2.1.6	Undertake a review of park benches within Henley Park and Wangal Park to ensure there are sufficient places to sit and rest next to walking paths.	Seating in key locations is accessible and provides an improved experience for people with disability	Increased seating next to walking paths at Henley Park and Wangal Park	Design and Assets	Year 2 (2023–2024)
<b>GOAL 2.2: Improve accessibility of town centres and streetscapes</b>					
2.2.1	Undertake a Pedestrian Access and Mobility Plan (PAMP) for the Burwood Town Centre and other local centres including access and connections to neighbouring residential areas, facilities and open spaces.	Continuous accessible pathways support travel throughout key destinations	# of continuous accessible paths of travel increased	Traffic and Transport	Year 2 (2023–2024)
2.2.2	Develop public mobility maps for Burwood Town Centre and other local centres, including accessible parking, toilets and public spaces.	Increased awareness of accessible areas across Burwood and other local centres	Mobility maps developed and promoted to the community	Traffic and Transport	Year 2 (2023–2024)
<b>GOAL 2.3: Ensure planning embeds inclusion and accessibility principles</b>					
2.3.1	Review and update LEP and DCP to include objectives around access and inclusion for people with disability and ensure accessibility standards are up to date.	Access and inclusion for people with disability is considered in the LEP and DCP	LEPs and DCPs updated	City Planning	Year 1 (2022–2023)  Year 1 (2022–2023)
2.3.2	Through the development of the Affordable Housing Policy, facilitate the expansion of accessible and affordable housing through proactive policies and collaboration.	Increased awareness of accessible and adaptable housing in the LGA	Information obtained and results produced	City Planning	Year 1 (2022–2023)

#	Action	Outcome	Target	Service Area	Timeframe
2.3.3	Deliver a social research project to identify and address barriers to inclusion for people with disability in Burwood. e.g. a series of “walkshops” in public open spaces with people with lived experience in Burwood.	Increased understanding of barriers to inclusion of people with disability in public open space in Burwood.	Social research completed.	Community and Culture	Year 3 (2024–2025)

#### GOAL 2.4: Increase access to parking and transport

2.4.1	Increase provision of accessible parking and pick up/drop off zones in proximity to services, shops and transport hubs.	An audit of existing on street mobility parking spaces is completed and strategies identified through the review of the Parking Strategy.	# of new accessible parking spaces and pick up/drop off zones	Traffic and Transport	Year 1 (2022–2023) and then ongoing
2.4.2	Provide information about the locations of accessible parking spaces and pick up/drop off zones.	Increased awareness of accessible public parking spaces and pick up/drop off zones	Street mobility parking spaces and pick up/drop off zones reflected on Council's website	Traffic and Transport	Year 1 (2022–2023)
2.4.3	Explore the feasibility of agreements with commercial parking operators to enforce mobility parking/appropriate use of accessible parking spaces.	Increased awareness of accessible private parking spaces	Liaise with commercial parking operators including Westfield	Community Safety Traffic and Transport	Year 1 (2022–2023) and then ongoing
2.4.4	Undertake a review of all bus stop facilities to ensure accessibility and compliance with the Disability Discrimination Act (DDA) 1992.	Increased accessibility of bus stop facilities	# of bus stop facilities that are accessible and compliant with DDA standards	Traffic and Transport	Year 1 (2022–2023)

#### GOAL 2.5: Increase accessible and inclusive community programs and events

2.5.1	Investigate opportunities to make Council's ongoing program of community events and programs more accessible and inclusive for people with disability, including the development of an inclusive events checklist.	Increase in participation of community events by people with disability	# of community events that are more accessible for people with disability	Community and Culture	Year 2 (2023–2024) and then ongoing
2.5.2	Ensure promotion of Council events and programs provides clear information about accessibility of venue and activities.	Council events and programs are more accessible for people with disability	100% of Council promoted events and programs provide information about accessibility	Community and Culture Place Management and Communications	Year 1 (2022–2023) and then ongoing



#	Action	Outcome	Target	Service Area	Timeframe
2.5.3	Work with local service providers to deliver or facilitate targeted programs for people with disability and carers, noting an identified need for social groups for young people and families with children with disability in the Burwood area.	Improved programming for families with children and young people with disability	# targeted programs delivered or facilitated	Community and Culture	Ongoing
2.5.4	Continue to convene and coordinate the Inner West Disability Forum in collaboration with Inner West Council to ensure ongoing engagement with disability service providers and their clients.	Increased collaboration with and between services	# of initiatives delivered in collaboration with local disability services	Community and Culture	Ongoing
<b>GOAL 2.6: Increase access to community and recreation services</b>					
2.6.1	Promote information resources and deliver or facilitate targeted library programs for people with disability and their carers.	Increased participation by people with disability in library programs	Increased utilisation and access for people with disability and carers	Library and Community Hub	Ongoing
2.6.2	Investigate the feasibility of reduced entry fees and subsidised programs at Enfield Aquatic Centre for people with disability and carers that live in the Burwood LGA.	Affordable access to council facilities	Increased utilisation and access for people with disability and carers	Enfield Aquatic Centre	Year 1 (2022–2023)
2.6.3	Trial the use of bookable spaces in the Community Hub as free quiet study areas for students with disability.	Free access to quiet study rooms for students with disability	Improved learning experience for people with disability and their carers	Library and Community Hub	Year 1 (2022–2023) and ongoing
<b>GOAL 2.7: Increase the number of accessible public toilets and change facilities</b>					
2.7.1	Undertake a review of the distribution and appropriateness of Council-owned accessible public toilets and adult change rooms across the LGA to develop a prioritised list for upgrade or increased provision.	Increased provision of accessible toilets and adult change facilities in the LGA	Based on findings of review, increase the provision of accessible toilets and adult change facilities (# of new facilities)	Property	Year 2 (2023–2024)









## FOCUS AREA 3:



# Access to meaningful employment

Employment provides a sense of value and access to an income that improves our wellbeing. Employment contributes to independence and feelings of self-worth, social interaction and mental health, and increases opportunities to support individual choice and control. To increase access to meaningful employment, Council is committed to connecting people with disability to training and employment pathways.

This focus area encompasses two goals, including:

- GOAL 3.1:** Increase employment of people with disability within Council.
- GOAL 3.2:** Increase employment of people with disability in local businesses.



**Our actions working towards these goals are outlined below.**

#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 3.1: Increase employment of people with disability within Council</b>					
3.1.1	In collaboration with disability employment services, investigate opportunities to increase access to employment opportunities at Council for people with disability.	Increase opportunities for supported employment within Council	# of opportunities identified and implemented	People and Performance	Ongoing
3.1.2	Provide people with disability with work experience through volunteering, apprenticeship, or internship opportunities across different Council services, programs and events.	Increase opportunities for meaningful and suitable employment opportunities for people of all ages with disability	# people engaged who identify as a person with disability per year	People and Performance	Year 4 (2025-2026)
3.1.3	Liaise with NSW Accessible Arts to investigate opportunities to engage artists with disability to work with Council on arts and cultural projects.	Increased representation of artists with disability as part of Council's arts and cultural programming	# of artists with disability engaged or collaborative works developed with people with disability	Community and Culture	Year 1 (2022-2023)
<b>GOAL 3.2: Increase employment of people with disability in local businesses</b>					
3.2.1	In partnership with local employment service providers and local business chambers, share information and resources with local businesses about employing people with disability and creating more inclusive workplaces.	Increased knowledge of local businesses	# resources shared in the Burwood Cares Business Newsletter	Place Management and Communications	Year 2 (2023-2024) and then ongoing
3.2.2	Investigate funding sources to deliver an accessibility audit of small businesses across the Burwood Town Centre.	Increased accessibility of local businesses for employees and customers	Funding obtained and audit program delivered	Community and Culture	Year 4 (2025 - 2026)





## FOCUS AREA 4:



# Accessible 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 Local Government Area is important for all.

This focus area encompasses three goals, including:

- GOAL 4.1:** Increase access to information and Council services.
- GOAL 4.2:** Embed inclusive practices in Council's planning documents.
- GOAL 4.3:** Monitor and report on Disability Inclusion Action Plan progress and achievements.



## Accessible Adult Change Facility

**Our actions working towards these goals are outlined below.**

#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 4.1: Increase access to information and Council services</b>					
4.1.1	Ensure Council application forms are available in a range of accessible formats, such as Easy Read, digital, print and community languages as required.	Council delivers essential information in a variety of formats which meet varying communication needs in the community	# of key application forms available in accessible versions	Customer Experience and Business Improvement	Year 1 (2022–2023) and then ongoing
4.1.2	Improve accessibility of Council external communications channels including increasing use of alternate text for images on social media and website.	Information on Council website and other communications channels is easily accessible for people with disability	Key Council external communications channels provide accessible formats	Place Management and Communications	Year 1 (2022–2023)
4.1.3	Work towards website Web Content Accessibility Guidelines (WCAG) 2.0 level AAA rating.	Increased accessibility of Council website	Review undertaken with key improvements identified to work towards AAA rating	Place Management and Communications	Year 2 (2023–2024)
<b>GOAL 4.2: Embed inclusive practices in Council's planning documents</b>					
4.2.1	Ensure all new and updated strategic plans and policies, including master plans and local planning agreements, include consideration of disability access and inclusion issues and principles.	Increased consideration of disability access and inclusion across Council's strategic planning	100% of new or updated plans or documents prepared include focus on disability access and inclusion	City Planning	Ongoing
4.2.2	Ensure development of forthcoming social and cultural strategies, such as the Multicultural Strategy, Youth Action Plan and Cultural Plan, include consultation with people with disability and carers.	Upcoming plans consider access and inclusion	100% of new social and cultural strategies prepared involve participation opportunities for people with disability and their carers	Community and Culture	Ongoing



#	Action	Outcome	Target	Service Area	Timeframe
<b>GOAL 4.3: Monitor and report on Disability Inclusion Action Plan progress and achievements</b>					
4.3.1	Ensure Disability Inclusion Action Plan is integrated into and reported on through the IP&R framework.	Reporting of work in progress actions and DIAP achievements	DIAP is integrated in and reported on through the IP&R framework	Community and Culture	Ongoing
4.3.2	Raise awareness of the Disability Inclusion Action Plan internally by sharing achievements through regular updates to Council staff.	Increased awareness of Council staff of DIAP achievements	Increased ownership of DIAP actions with achievements celebrated across the organisation	Community and Culture	Ongoing

# Implementing, monitoring and reporting on our Plan

**Council is committed to achieving an inclusive and accessible Burwood to live, work, play in and visit.**

**We will implement this Plan over the next four years and will keep the community updated on our progress through a range of informal and formal reporting measures to ensure accountability and transparency.**

This will include:

- Reporting of progress on implementation of DIAP Actions in annual reports to be made available to the community online, and in hard copy at the Burwood Library and Community Hub.
- Council will promote the implementation of the DIAP across the organisation and report on its progress of implementation biannually through Integrated Reporting and Planning processes.
- Establishment of Council's Disability Inclusion Advisory Panel to provide advice as required.
- Incorporation of disability inclusion questions in Council's Community Satisfaction survey undertaken every 2 years.
- Ensure senior staff members report to Council on the Plan's progress every year.



# Appendix 1

Overview and description of international, national, state and local documents.

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## International

### **UN Convention on the Rights of Persons with Disability (2006)**

The UNCRPD was adopted in 2006 and sets out the fundamental human rights of people with disability. The purpose of the Convention is *“to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity.”*

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## National

### **Australia’s Disability Strategy 2021-2031**

Australia’s Disability Strategy 2021-2031 sets out a 10-year plan for continuing to improve the lives of people with disability in Australia, and drive change to uphold the rights, inclusion and participation of people with disability in all areas of Australian life.

The Strategy’s vision is for *‘an inclusive Australian society that ensures people with disability can fulfil their potential, as equal members of the community.’*

### **National Disability Insurance Scheme (NDIS)**

The NDIS is a national system of disability support focused on individual needs and choices of people with disability. The NDIS aims to encourage a ‘person-centred’ approach to service delivery as opposed to designing and delivering services with a ‘one size fits all’ approach.

### **Disability Discrimination Act 1992**

This Act states that discrimination against people with disability is unlawful. Council has an obligation to ensure that its services, facilities and programs are accessible.

### **Disability (Access to Premises – Buildings) Standards 2010**

These Standards ensure reasonably achievable access to buildings, facilities and services within buildings; and give certainty to building certifiers, developers and managers so that if standards are complied with, they cannot be subject to a successful complaint under the Disability Discrimination Act.

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## NSW

### NSW Disability Inclusion Act 2014

The Disability Inclusion Act 2014 (DIA) demonstrates the ongoing commitment of the NSW Government to building an inclusive community and requires the government to produce a Disability Inclusion Plan. This Act requires all government departments and certain public authorities in NSW to have a Disability Inclusion Action Plan.

### 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.

### Anti-discrimination Act 1997

The NSW Anti-Discrimination Act 1977 (ADA) relates to discrimination in places of work, the public education system, delivery and goods and services including services such as banking, health care, property and night clubs.

### The NSW Disability Inclusion Plan 2021-2025

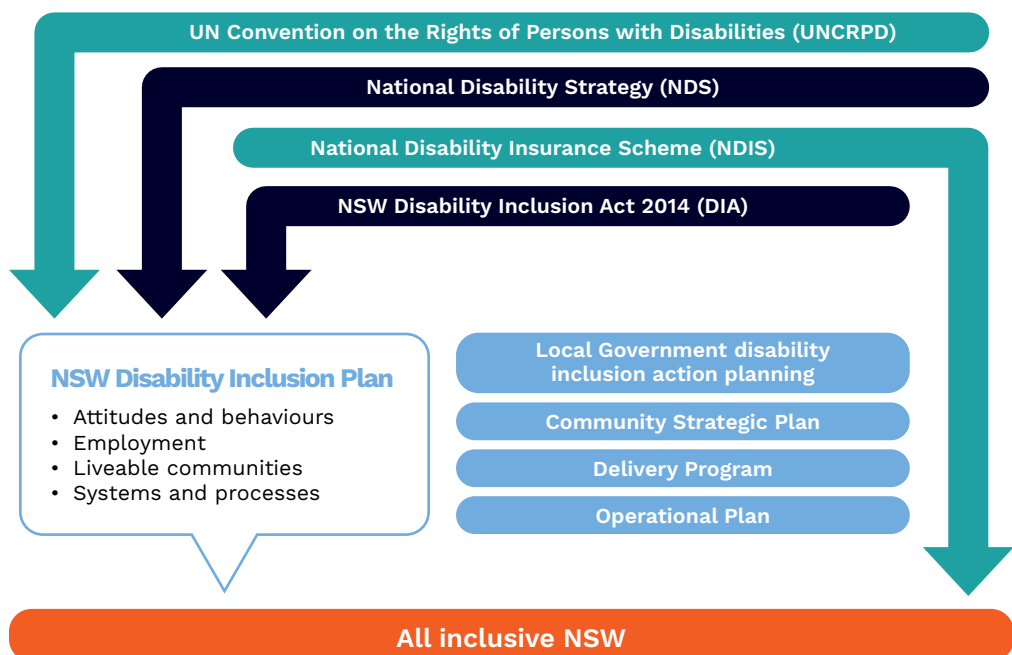
The NSW Disability Inclusion Plan 2021-2025 (DIP) strengthens the state's accessibility framework and outlines work underway to improve outcomes for people with disability.

## Burwood Council

### Community Strategic Plan

The goals and actions in this DIAP align with Council's Community Strategic Plan – *Burwood2036*.

*Burwood2036* is underpinned by a four-year Delivery Plan and an annual Operational Plan. The diagram below shows how the Disability Inclusion Action Plan fits into the integrated planning and reporting process, and relates to other Council plans and documents.



Policy and legislation framework (Credit: Cred Consulting)





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