



Accessing Auburn City



Auburn City Council strives for a community in which all people can participate and can function as independently as possible. Auburn City Council seeks to ensure, as far as possible, that all residents and visitors to Auburn City have full and equal access to the facilities, programs, services and information that Council provides on an equitable basis without facing discrimination or barriers.

Accessible Indoor Venues

Auburn City venues with lift, ramp or level entrances, and mobility parking nearby and accessible bathrooms include:

- Berala Community Centre
(hearing loop installed)
- Newington Community Centre
- Lidcombe Library and Community Centre
- Auburn Centre for Community
(hearing loop to be installed in 2016)
- Peacock Gallery and Auburn Artists Studio
- Council Chambers
(hearing loop installed)
- Customer Service
- Auburn Town Hall
(wheelchair lift for stage access)
- Auburn Library

Council advertises the events at each of these venues. If you require Auslan call Council on 9735 1378. Guide Dogs are welcome throughout council events and facilities.

For more information about Council venues and bookings go to www.auburn.nsw.gov.au or call 9735 1222.





Auburn City Libraries

The library has assistive technology available, including audiobooks and DAISY readers. Audiobooks and DAISY players are ideal for people with low vision, blindness, or a physical difficulty that makes reading a standard printed page difficult.

The Home Library service can deliver books and resources to residents that are unable to visit the library. To find out more call the library on 9735 1250.

Parks and Gardens

Auburn Botanic Gardens

The Auburn Botanic Gardens cover 9.2 hectares of lush parkland and is a place of natural beauty where people can learn more about horticulture, birds and native animals. The Auburn Botanic Gardens feature:

- Native Animals and Bird Park
- Australian Rainforest
- The Scented Garden
- The Sunken Rose Garden
- An Equal Access Playground

Entry is free for local residents. All sections in the Gardens are wheelchair accessible. The Equal Access Playground has a large



interactive play structure, a maze and a Liberty Swing that can be used by children in a wheelchair. To find out more go to www.auburn.nsw.gov.au or call 9735 1222.



Blaxland Riverside Park

This unique play space provides a diverse range of kids activities for all ages and abilities. Spread over 3 hectares, there is tactile playground consisting of a mega-swing, tunnel slides, scramble wall, spinning play disk, multi-level tree house, and the largest outdoor water play facility in the State. Parents and carers are encouraged to get active and have a go with their children.

Bicentennial Park

Bicentennial Park features the Badu Mangroves wetlands on Homebush Bay and 40 hectares of beautiful parklands. The park features playgrounds, picnic shelters, BBQs, toilets and several car parks. It is open every day of the year, sunrise to sunset.

To find out more about Blaxland Riverside Park and Bicentennial Park go to www.sydneyolympicpark.com.au or phone 9714 7888.

Accessible Bathroom Facilities



For the full list of accessible bathrooms in Auburn City and Greater Sydney go to www.toiletmap.gov.au or phone 9735 1378.

Parking and Transport

Mobility Parking Scheme

The Mobility Parking Scheme (MPS) provides parking concessions to people with mobility difficulties. People that qualify for the scheme are issued a card that includes a photo and other security features by Roads and Maritime Services (RMS). For more information go to www.rms.nsw.gov.au or phone 13 22 13.



Travel Concessions

Disability Support Pension and Carer Payment recipients who hold a **Pensioner Concession Card** are entitled to concession travel on many NSW public transport services. The following concession cards are available for NSW public transport.

Vision Impaired Person's Pass – free travel on many NSW public transport services and approved attendants travels free.

Companion Card – free travel for attendants on many NSW public transport services.

Assistance Animal Permit – assistance animal can travel free of charge.

For more information go to www.transportnsw.info or call 131 500 or 1800 637 500 for hearing or speech impaired customers.



State Rail, Buses and Ferries

Auburn, Lidcombe & Regents Park train stations all have a lift.

For a list of accessible train, bus and ferry timetables for Auburn City and throughout Sydney go to www.transportnsw.info or you can call Transport NSW on 131 500.

Wheelchair Accessible Taxis

Residents of NSW who are unable to use public transport and rely on Wheelchair Accessible Taxi because of a severe and permanent disability may qualify for the Taxi Transport Subsidy Scheme (TTSS). TTSS subsidises the travel cost of participants, allowing them to travel by taxi at half fare. The maximum subsidy that can be claimed is \$30.

For more information go to: www.transport.nsw.gov.au

To book a wheelchair accessible taxi call 8332 0200.

Free Community Bus Service

Auburn City Council operates a Bus Service 6 days per week. To book a wheelchair space, contact Council on 9735 1222 the day before. Download the timetable at: www.auburn.nsw.gov.au/bus



Inclusive Sport and Recreation



Wheelchair Sports NSW

Wheelchair Sports NSW design programs to cater for people with spinal cord injury and similar conditions. They provide a range of innovative sporting programs, wheelchairs, facilities, financial assistance and support staff to over 600 members, of all ages (8 to 80), at all stages (beginner to Paralympian) across a variety of sports. For more information call 02 9809 5260.

Sydney Olympic Park

Sydney Olympic Park was purpose built for the Sydney 2000 Paralympic Games and the Sydney Olympic Park Authority is committed to ensuring its services and activities are accessible, so that people with disability can participate in activities at The Park with dignity and equity. For more information go to www.sopa.nsw.gov.au/our_park/an_accessible_site or phone 9714 7888.

Sydney Olympic Park Aquatic Centre

The Sydney Olympic Park Aquatic Centre is a world class indoor facility offering fun, fitness and leisure for people of all abilities all year round. The facility includes specialised equipment for people who need assistance in the pool and change rooms as well as lift access to pool deck level, ramp access to spa pools and water wheelchair usage. For more information go to: www.aquaticcentre.com.au

Sydney Olympic Park Sports Centre

Sydney Olympic Park Sports Centre offers a diverse program activities and sports for people of all abilities including basketball, netball, volleyball, and gymnastics. For more information go to: www.sports-centre.com.au

Lidcombe PCYC

Lidcombe PCYC will open to the public in late 2015.

Ruth Everuss Aquatic Centre

Ruth Everuss Aquatic Centre will open to the public in October 2016.

Lifelong Learning

Council's Lifelong Learning Program provides a wide range of regular free and affordable activities throughout Auburn City. Activities include gardening, general exercise, a book club, cooking classes, photography, pilates, language classes and food tours. The Lifelong Learning Program is open to people of all ages and abilities. To find out more call 9735 1306 or download the full program at: www.auburn.nsw.gov.au/lifelonglearning

The Companion Card

If you need a companion to help you get to community-based activities or venues you can apply for a Companion Card which gives free entry for your companion when you buy a ticket at selected venues and facilities around NSW. A companion can be a partner, family member, and friend, volunteer or paid carer. For more information call 1800 893 044 or email: companioncard@nds.org.au



Civic Participation

The Anti-Discrimination Board of NSW

The Anti-Discrimination Board of NSW promotes anti-discrimination and equal opportunity principles and policies. The board administers anti-discrimination laws, and handles complaints under the Anti-Discrimination Act 1977 (NSW). For information about the Anti-Discrimination Board and how to make a complaint, go to www.antidiscrimination.justice.nsw.gov.au or call (02) 9268 5544.

For email enquiries contact: adbcontact@agd.nsw.gov.au
or for email complaints contact: complaintsadb@agd.nsw.gov.au

Employment

Disability Employment Services (DES) help people with disability find work and keep a job. To find out more go to www.jobaccess.gov.au or call JobAccess on 1800 464 800. To find Disability Employment Services in Auburn City go to: www.jobsearch.gov.au/serviceproviders

Auburn Community Access Committee

The Auburn Community Access Committee is an advisory committee of Council and is comprised of a collection of service providers and advocates working together to develop strategies to overcome barriers to accessing social and economic opportunities in Auburn City. The Committee meets bi monthly. To find out more about the Auburn Community Access Committee call 9735 1378.





Voting

The Australian Electoral Commission (AEC) provides accessible polling booths in Auburn City and throughout Australia. If you find it difficult to get to a polling place on an election day, you can apply to become a General Postal Voter to receive your ballot papers in the mail. If you have a physical disability that prevents you from writing, you can get someone else to complete and sign an enrolment form for persons unable to sign their name on your behalf.

If you are a relative of a person with dementia who is on the electoral roll you can request they be removed from the electoral roll. You will need to complete a form to remove their name from the electoral roll. The medical certificate must be completed and signed by a registered medical practitioner. Once the form is completed please return it to the AEC. For more information go to www.aec.gov.au or phone 13 23 26.

Disability Services and Advocacy

NSW Home Care Service Referral Line

For information regarding services for people with disability call the NSW Home Care Service Referral Line on 1800 350 792.

Services include: domestic assistance, personal care, social support, centre based day care, respite care and support for carers, meal services, transport, home and garden maintenance, home modifications, goods and equipment, nursing care, allied health care services and counselling, information and advocacy services.

IDEAS

IDEAS provide a range of high quality information, education and awareness services and products for people with disability, older people, their families, carers, other supporters and the general community. Call 1800 029 904 or go to: www.ideas.org.au

Ability Links NSW

Ability Links NSW supports people aged 9 to 64 years with disability, their families and carers to live the life they want as valued members of their community. Linkers work with all people and their communities including people from culturally and

linguistically diverse backgrounds and indigenous communities. Linkers support you to be a part of your local and extended community. Please call Settlement Services International on 8799 6700 or Uniting Care on 8830 0768.

Guide Dogs NSW

Guide Dogs NSW exists to enhance the quality of life of people living with blindness or impaired vision, by assisting in their achievement of independence through access and mobility and advocating for the rights of people with impaired vision. For more information go to www.guidedogs.com.au or phone 02 9412 9300.



The Deaf Society of NSW

The Deaf Society of New South Wales is a leading provider of specialist services for people who are deaf and hard of hearing people and their families. The Deaf Society delivers a range of services which include employment support services, family support and education courses.

For more information go to:
www.deafsocietynsw.org.au

ParaQuad NSW

The Paraplegic and Quadriplegic Association of NSW (ParaQuad NSW) provides support at every stage of life for people with spinal or other health conditions to be independent. BrightSky Australia is the social enterprise of ParaQuad NSW and is a trusted provider, offering services including clinical services and home delivery on an extensive range of products. For more information go to:
www.paraquad.org.au

People with Disability Australia

People with Disability Australia Incorporated (PWDA) is a national disability rights and advocacy organisation. People with Disability Australia have a cross-disability focus representing the interests of people with all kinds of disability. For more information go to www.pwd.org.au or phone 1800 422 015.



Multicultural Disability Advocacy Association of NSW

The Multicultural Disability Advocacy Association of NSW (MDAA) is the peak advocacy organisation for people from culturally and linguistically diverse (CALD)/ non-English speaking backgrounds (NESB) with disability, their families and carers in NSW. For more information go to www.mdaa.org.au or call 1800 629 072.

NSW Council for Intellectual Disability

The NSW Council for Intellectual Disability (NSW CID) works with and for people with intellectual disability to speak up about their rights and make life better.

To find out more phone 1800 424 065, email info@nswcid.org.au or go to: www.nswcid.org.au

Down Syndrome NSW

Down Syndrome NSW (DS NSW) champions the right of people with Down syndrome to have the same access to society as everyone else. This means the right to health, education, work, family and being part of the community.

To find out more phone 9841 4444, email admin@dsansw.org.au or go to: www.downsyndromensw.org.au

Autism

People with autism have difficulties with social and communication skills, which are often accompanied by behavioural challenges. Many people with autism also have unusual ways of learning, paying attention, or reacting to sensations.

Today, 1 in 100 individuals is diagnosed with autism. For information about the early signs of autism, diagnosis, early intervention and to find service providers and/or autism related products go to: www.autismawareness.com.au/information/directory



The National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS), will support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.

From 1 July 2016 the NDIS will begin to be available in Auburn City. The NDIS Access Checklist will indicate whether you may be able to get help from the NDIS and outline the next steps. Go to www.ndis.gov.au to find the checklist or phone the NDIS on 1800 800 110.

Carers NSW

Carers NSW is a not-for-profit organisation for relatives and friends caring for people with a disability, mental illness, drug or alcohol dependency, chronic condition, terminal illness or who are frail. For a list of Carers Support Groups in Western Sydney go to: www.carersnsw.org.au/groups



Recognising Achievement



People with disability are encouraged to nominate for awards in Auburn City including the following:

- Mayoral Art and Photographic Awards
- Young Person of the Year
- Senior Citizen of the Year
- Citizen of the Year
- Community Event of the Year
- The Local Business Awards – The Outstanding Customer Service and Accessibility Award
- Sports Awards – Young Sports Person with Disability and Senior Sports Person with Disability

The Auburn City Council website has details about the criteria and nomination process for the above awards. Go to www.auburn.nsw.gov.au or call 9735 1378 if you have any questions.

Accessible Town Centres



Accessible Local Businesses

Look out for the above sticker on business shop front windows in each town centre of the Auburn LGA. This sticker means that the business was audited by The Festival of All Abilities Steering Committee, Auburn City Council Access Committee and People with Disability Australia and was found to have Outstanding Customer Service and Accessibility. This means that this business can be easily accessed by people with prams, people with intellectual disability and people who use mobility aids.

Accessing Goods and Services

Some goods and services, for example groceries, pharmaceuticals and doctors' visits - can be home delivered. Ask your local shops and service providers if they can visit or deliver to your home. For advice call Council on 9735 1378.

People who are hearing or speech impaired can utilise the following services to make phone calls:

- TTY users phone 13 36 77 then request the phone number which is required.
- Speak and Listen users phone 1300 555 727 then request the phone number which is required.
- Internet relay users connect to <https://internet-relay.nrscall.gov.au> then request the phone number which is required.

Translating and Interpreting Service:

If you need an interpreter, telephone the Translating and Interpreting Service on 131 450 then request the number which is required.

