

**Wollondilly**

**Disability**

**Action**

**Plan**

**2012**

Adopted 18 March 2013

# **Contents**

<b>Mayors Foreword</b>	<b>2</b>
<b>From the Committee</b>	<b>3</b>
<b>Purpose Statement</b>	<b>5</b>
<b>Access Policy Statement</b>	<b>6</b>
<b>Wollondilly Shire Profile</b>	<b>7</b>
<b>Wollondilly Community Strategic Plan</b>	<b>8</b>
<b>How can an Action Plan help the Community and Council</b>	<b>10</b>
<b>What is Discrimination</b>	<b>11</b>
<b>Definition of Disability</b>	<b>12</b>
<b>Legislative Requirements</b>	<b>13</b>
<b>Costs and Limitations</b>	<b>15</b>
<b>Definition of Premises</b>	<b>16</b>
<b>Unjustifiable Hardship</b>	<b>16</b>
<b>Action Plan Development</b>	<b>17</b>
<b>Aims of Action Plan</b>	<b>17</b>
<b>Action Plan Implementation</b>	<b>18</b>
<b>References</b>	<b>19</b>
<b>Resources</b>	<b>20</b>
<b>Recent Access Improvements</b>	<b>21</b>
<b>Action Plan Actions</b>	<b>23</b>

## Mayors Foreword

We are proud of our achievements in the area of disability access over the past ten years since our first action plan was endorsed by Council, November 2002.



The Wollondilly Shire is indeed a beautiful place, along with our rural outlook we also experience an amazing range of topographical challenges spread across the landscape of our sixteen townships. The individual 'character' of each town has indeed posed a challenge to our design crews in some situations. A good example of this is the streetscape works that formed part of the project in The Oaks during 2010 and the work that was completed on the edge of the car park bordered by John & Burraborang Streets and Barralier Park.

On 30 November 2009 I participated in the Wollondilly Access Challenge along with our then local member Phil Costa and Cr Jai Rowell from Campbelltown City Council. Aided by our experts in access issues Craig Curtis, Eric Third and Paul Nunnari we experienced what it was like to travel by public transport from Macarthur to Picton. This was indeed an eye opening experience and I am pleased to think that in some small way this activity added to the power of the lobby for the Easy Access Upgrade at Picton Station which was completed in 2011.

Our Disability Access Advisory Committee has been creative each year to develop an activity to celebrate the International Day of People with a disability. We have had many different themes that were aimed at raising a positive awareness about people who have a disability and their needs. The memorable ones for me were the year we ate breakfast under blindfold so we could experience a little of what it is like for someone who has a vision impairment or maybe the time we took off our shoes and socks to use our toes to hold a crayon, when our theme was the amazing ability of the members of the Mouth and Foot Painters Association.

I would like to thank all the people who have volunteered to be part of our Disability Access Advisory Committee, whose dedication to their role has inspired me many times.

### Current members

- Craig Curtis
- Jean Newton
- Eric Third
- Patrick Vasquez
- Sandra Lightfoot Collins
- Simon Radmore

### As well as past members

- Brian Nuttall
- David Jenkins
- Nicole Ison nee Sharp
- Heather Goodwin
- Pam Hansael
- Judy Bennett
- Julie Dean
- Jackie McRae
- Paul Nunnari

The reviewed Action Plan reflects our achievements, identifies the areas that require further actions and proposes new actions required. We will ensure that these are reflected in the reviewed Community Strategic Plan.

## **From the Committee - Building Capacity in Our Community:**

The Wollondilly Disability Access Advisory Committee (DAAC) are a group of dedicated community representatives that provide advice and guidance to the council and the people of Wollondilly on matters involving access and the delivery of services and infrastructure for 'people with a disability'. The committee works collaboratively with the council and the community, believing that a step by step gradual approach to change and improvement facilitates the best outcomes and the best use of scant resources. The activities of the committee also involve lobbying for improvement and change by engagement with the government and private agencies that provide services and infrastructure to the residents of the Wollondilly Shire. Much has changed in the last ten years around the language that we use and the services and infrastructure that is provided in the Wollondilly community.

Some of the service and infrastructure improvements are a direct result of the hard work and support of the DAAC committee and the Wollondilly Council. Some of the highlights include the upgrade of Picton Railway station and the Macarthur Disability Services Training Facility in Tahmoor. The committee also pursues smaller projects that improve access to council infrastructure and facilities with the help of council staff, council resources and the support of the wider community. Many of these projects go unnoticed because they may be minor such as improvements to kerb ramps or the placement of ramps at Taxi ranks to provide safer access for people with a disability, the elderly or parents with prams. It is these smaller mainly unnoticed projects that are the key success stories for the DAAC over the last ten years. The success of these smaller projects highlights the committee's focus on continual improvement that provides better access for everybody in the community in a fiscally challenging environment.

DAAC is also involved in lobbying for change and educating the community on the changing face of service provision and access to resources for people with a disability. In 2009 the committee made a presentation at the Wollondilly Transport Forum to highlight the difficulties faced by many using the public transport available in our shire. A challenge was also coordinated in 2009 with local politicians and candidates to lobby for improvements and educate our local representatives about the difficulties faced by people with a disability, the elderly and mothers with prams. The result of the lobbying and activities by the DAAC committee and the Wollondilly Council resulted in the State government allocating the funds for the upgrade of Picton Railway station. The role of educating the community included in December 2011 the running of a special needs education forum around the International Day of People with a disAbility that highlighted what was available for students with a disability living in the Wollondilly shire.

Government and service providers are recognising that the time has come to challenge the archaic stereotypes that have pigeon holed many people with a disability in our community; recognising that the focus needs to be changed to highlight a person's gifts and what they have to offer the community. The conversation is refocusing on the rights of people with a disability, ensuring that their right to participate and contribute at the centre of community life is protected and maintained. Government and private agencies are currently dealing with the governments "Living Life My Way" strategy which involves the application of a

Person Centred philosophy in the delivery of services. The person for whom the service is intended being at the centre of the planning, enabling choice about the way they live their life. We are seeing changes from a client having to fit in with what the service provider offers to the flexible provision of services that has to fit in with what the client wants and needs. Person centeredness is about building the capacity of our community so that people with a disability can participate and contribute on equal footing, it's about increased opportunities, empowerment, rights, responsibilities and advocacy, it's also about letting go, allowing the person to live their life to its full potential.

The years ahead have many challenges that the Council will have to face as the landscape of access to services and infrastructure for people with a disability constantly changes. There are very few certainties in life however change is one of them. As that change occurs the DAAC is committed to lobbying, educating and providing guidance in partnership with the council and people of Wollondilly. The committee is focused on ensuring that the momentum for continuous improvement remains and the capacity of our services and infrastructure grows to meet the increasing demands as the expectations of our community rises to meet the challenges that lay ahead.



Disability Access Advisory Committee 2007

## Purpose Statement

This plan will assist Council to advocate for; and facilitate access for our community to available services, programs, and facilities: within Councils control.

Council's mission is to create opportunities in partnership with the Community, and to enhance the quality of life and the environment by managing growth and providing sustainable services and facilities.

Council believes its values are important for all its operations and desires that staff will work with Council to achieve an organisation that:

- As a **Custodian**, values the past, plans for the future, protects the environment and is responsive to our Community.
- As a **Decision Maker** and a **Service Provider**, ensures equity, openness, integrity, diligence, empathy and accountability.
- As a **Corporation**, strives for excellence, responsibility efficiency, quality improvement and ethical behaviour.
- As an **Employer**, supports the commitment, ambition, innovation and teamwork of staff.

Council strives for:

- Sustainability
- Participation and Inclusiveness
- Innovation and creativity

Community Strategic Plan 2030

## Access Policy Statement

To promote a fair, all-encompassing community by creating and promoting opportunities, services and facilities that will enable **all** people to have appropriate access, enhanced independence and participation in the community at large.

To raise awareness of the diverse needs of the community and enhance the skills and confidence of Council Officers in meeting individual access needs of people in our community including people with disabilities.

Underpinning the philosophy of this Action Plan are the following statements:

- Residents with a disability have the same rights and responsibilities as those residents who do not have a disability.
- All facilities, public space, services, information, programs and areas under Council's control, where possible should be accessible to all residents.
- Needs of residents with disabilities should be promoted within Council and to the wider community.

Physical and attitudinal barriers that prevent people with a disability from full participation in the community should be reduced and removed through implementation of planned strategies as referred to in actions



Wollondilly's First Disability Access Advisory Committee 2002



## **Wollondilly Shire Profile**

Wollondilly Shire acknowledges that the Dharawal, Gundagarra and Dhurg Aboriginal people are the original inhabitants and custodians, and recognises Aboriginal spiritual, social and cultural connections to the Shire's land and waters.

Wollondilly Shire is located in the Greater Sydney area on the Southern outskirts of Sydney, 80kms from the Sydney CBD. Its 2,560 square kilometres stretch from Yanderra to Warragamba, taking in the spectacular natural beauty of the Nattai Wilderness and Burragorang Valley. The current population is approximately 44,000.

Wollondilly is linked by a number of towns and villages, and residents value their local history, community connectedness, rural lifestyle, community spirit and friendly atmosphere. Supporting our rural lifestyle are market gardens, orchards, dairying and poultry undertakings, alongside the coal industry.

The population of the Shire has a consistent growth rate and at the present time the population is approximately 44,000. Demands for development in the area, from both internal and external forces, present the Shire with the future challenges that accompany growth.

Our small population is dispersed across separate towns and villages and rural areas. This means we have neither sufficient levels nor concentrations of population to support major public transport infrastructure and services. Our towns and villages have historically developed with car-orientated structures and layouts and, until recently, with minimal attention to promoting alternatives through the design of our living environments or through direct investment in the provision of pathway networks. The large distance between destinations has also impacted upon this. During 2011 Picton Railway Station received an easy access upgrade. There are no other accessible train stations in our Shire and there is limited transport support available for the frail aged and people with a disability through government funded services.

Today, it is the lifestyle of the area that attracts visitors and Council is committed to a planned and balanced development that will maintain community values and lifestyle choices.



## **Community Strategic Plan**

The Wollondilly Community Strategic Plan 2030 is the roadmap that will continue to assist the community with focus and direction, and will assist in growing your future together.

The Wollondilly Community Strategic Plan 2030 incorporates information from Council's Vision 2025, and other Council Plans, and brings together individual and groups' points of view and feedback from other levels of government, locally based businesses, and community service organisations.

A range of planning documents, including this Disability Action Plan, are specifically linked to key target groups and issues have been / are developed by Council through consultation with the community. These plans sit within the key business areas of Community, Economy, Environment, Infrastructure and Governance, and are linked to the Community Strategic Plan. Actions that are identified within these Council Plans will be incorporated into Council's 4 year Delivery Plan. These planning documents are used to identify community needs, demonstrate compliance with government regulations and document Council's intent in relation to future planning and development.

Council's role is to: provide public services; make wise decisions in the interests of the community in a balanced way for the greatest benefit; initiate, coordinate and serve as a catalyst for local effort; represent the community in state and federal contexts; and advocate on behalf of the Shire as a local knowledge holder. The Community Strategic Plan 2030 will enable Council to continue to provide relevant information and strategic direction for our community.

Our community does not exist in isolation but is part of a larger natural, social, economic and political environment. Council values the role it has in planning for its community, particularly through the responsibility of the integrated planning and reporting framework, but is important to acknowledge that meeting the needs of a community is everyone's responsibility. No one agency has the sole responsibility to meet the community's needs; it will take a collective effort. These factors shape and impact the future direction of the Wollondilly Shire, therefore it is essential all levels of government, non-government agencies, businesses and the community "own" the CSP 2030 and participate in the implementation of the strategies to achieve the long-term objectives of the plan.

The Community Strategic Plan 2030 plan provides a collective understanding of the way forward for the community of Wollondilly and will help assist and guide in the planning processes of other government and non-government agencies. It is envisaged that other government and nongovernment agencies will work with the community of Wollondilly to build strong partnerships to deliver on the community's priorities and aspirations and to realise the community outcomes identified within the CSP 2030

Council's challenge for the future is how to balance the need to: look after the community; build a strong local economy; look after the environment; manage and provide infrastructure; and ensure accountable and transparent governance. Council needs to continuously fit the pieces of the puzzle together in a way that meets the needs and expectations of our community within its limited resources.

## **How can an Action Plan help the Community and Council?**

### Address discrimination

The Disability Discrimination Act 1992 makes it unlawful to discriminate against a person with a disability in a broad range of areas including; access to premises and the provision of goods and services.

### Avoid Disputes

It is sound practice to avoid becoming involved in complaints lodged with the Human Rights and Equal Opportunities Commission (HREOC). The implementation of an Action Plan will make it far less likely that Council will commit an inadvertent discriminatory act. A successful action plan acts as a barrier against DDA complaints.

### Promote Communication of issues

This is a positive step in developing a healthy environment which encourages members of the community to raise access issues of concern with the Disability Access Advisory Committee.

### Sound business

Councils that have taken a best practice approach to disability access issues have benefited from a flow on effect to other key performance areas including;

- General customer services.
- Better internal and external communication channels.
- Safer public and work environments.
- Improved customer service for specific target groups such as older people, people with communication problems.
- Council implementing best practice access policies should act as an incentive for people moving into the Wollondilly Shire.
- Positive commercial implications for local businesses and Council when the appropriate infrastructure is provided to ensure commercial premises are fully accessible.
- Positive results in terms of Council's public image, outcomes for people with disabilities and their families/ carers and an improved range of services for all Council customers.

The purpose of the Disability Discrimination Act (DDA) is to give people with disabilities the same opportunities as others to access services and facilities. The DDA makes it unlawful to treat persons with a disability less favourably by not having services and facilities that they can easily access.

Access is the absence of environmental and /or social barriers in the community, to enable **everyone** to use community facilities and services.”

Frequently people interpret the word “access” as only referring to physical access issues. However access includes:

- Barriers to physical access.
- Barriers to accessible information.
- Barriers due to lack of staff awareness and skills in delivering services to people with disabilities.
- Barriers due to lack of community awareness about individual needs of other community members.
- Barriers to opportunities to participate in public life, such as consultations and decision making processes.

## **What is Discrimination?**

Discrimination can be direct or indirect.

Direct Discrimination generally means treating people with a disability less favourably than people without that disability would be treated under the same circumstances.

Indirect Discrimination exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability because they are unable, or find it difficult, to comply with the requirement due to the disability.

Different treatment of people with a disability is not unlawful discrimination where it is reasonably intended to ensure that they have equal opportunities or to meet their disability specific needs. The provision of pensions and entitlements or the services offered by charitable organisations are examples of this.

## Definition of disability

It is important that we consider what words are used. If inappropriate terminology is used this can inadvertently sanction discrimination against people with disabilities.

Traditionally “disability” has been defined under the medical model. This model puts the responsibility on the person who has a disability to conform to a society, which is neither built nor organised in a manner that takes the individual needs of people into account.

The World Health Organisation defines “disabilities” as an umbrella term, covering impairments, activity limitations and participation restrictions; disability is a complex phenomenon, reflecting an interaction between features of a person’s body and features of the society in which he or she lives.

Under the social model of disability the word impairment is used to describe the physical, sensory and intellectual conditions in people. The word disability is used to describe how people with impairments are excluded from accessing their right to participate fully in society.

People who have a disability have developed the social model themselves rather than seeing a person disabled by their particular impairment, the social model looks at the community at large, the way it is organised and barriers it creates such as lack of physical access, lack of opportunities for employment, attitudinal barriers and the denial of rights.

In 2009 almost one in five (18.5%) Australians had a disability, according to the Australian Bureau of Statistics

A disability does not have to be permanent but can relate to the persons past, present or future state. There are a wide variety of disabilities represented in every community including:

- Physical;
- Intellectual;
- Sensory;
- the presence in the body of disease causing organisms.
- Neurological;
- learning disabilities;
- psychiatric; and

Barriers created in the community can be removed therefore removing the disabling effects of poor access.

## Legislative Requirements

The Disability Discrimination Act 1992 is a comprehensive piece of legislation designed to prevent acts of discrimination against people with a disability, the associates of people with a disability and people who may be considered to have a disability. The Act deals with the following areas:

- Access to premises
- Provision of goods and services
- Requests for certain information
- Accommodation
- Education
- Disposal of land
- The activities of clubs and sporting bodies
- The administration of Commonwealth Laws.

The Disability Discrimination Act (1992) provided for standards to be developed by the Attorney General, which set a minimum standard for service providers to meet the principles of the Act.

The Disability (Access to Buildings – Premises) Standards 2009 commenced on 1 May 2011, in line with the adoption by States and Territories of the 2011 edition of the National Construction Code (previously known as Building Code of Australia BCA) which had been revised to align with the Access Code in the Premises Standards. These apply to any application for a building approval for a new public building or upgrade of an existing public building after that date.

The purpose of the Disability (Access to Premises-Buildings) Standards is to improve the accessibility of public buildings. These standards are part of the Australian Government's social inclusion agenda to give all Australians, particularly people with disability, better access to a wider range of public buildings. Improved building access enhances opportunities to access employment, education and services, and to connect with the broader community.

The Premises Standards are one action in the implementation of the Australian Government's ten-year National Disability Strategy. Part of

the National Disability Strategy's vision is of a society with inclusive and accessible communities.

Copies of the Premises Standards and associated documents are available at [www.ag.gov.au](http://www.ag.gov.au) and further information on the Standards is available at [www.hreoc.gov.au](http://www.hreoc.gov.au).

The DDA is a fundamental law of the Commonwealth. As far as it deals with access to, and use of, public buildings, it is entitled to primacy over any conflicting state or territory laws. The Act is administered by the Human Rights and Equal Opportunity Commission, Sydney.

There are other legislative acts, which relate to public authorities and the provision of non-discriminatory and equitable services.

These include:

- Human Rights Legislation Amendment Act (1999).
- The NSW Disability Services Act (1993).
- The NSW Anti Discrimination Act (1977).
- The Local Government Act (1993).
- Workplace Relations and other Legislation Amendment Act (1996).
- Environmental Planning and Assessment Act: including SEPP 5.



## **Costs and Limitations**

### **What are the limitations to action?**

Natural features such as the hilly terrain of some of the older villages will mean that there are some public places that will remain inaccessible.

The extent of work that will need to be completed in some villages on infrastructure such as footpaths will mean that achieving a fully accessible community will take a considerable amount of time.

### **Costs and bonus benefits**

Ensuring that the community is accessible for people with disabilities need not be expensive over a period of time.

When the needs of people with a disability are taken into account in the planning and design stages, costs can be minimised.

Retrofitting caused by the failure to plan for access may require a far more costly remedy later on.

When considering the costs of improving access for people with a disability, we should also consider the 'bonus' benefits, that is what other goals can be achieved at the same time. For example:

- Well designed pathways improve public safety for everyone.
- Improved physical access also assists parents with strollers.
- Eliminating trip hazards on footpaths minimises public liability risk.
- Easy to read and unambiguous signage is helpful to everyone.

In general, improving access also improves public safety and convenience.

Experience has shown that there is positive benefits to be gained through proactive awareness/ education sessions with those who design, construct and management facilities within our community.

## **Definition of Premises**

Disability Discrimination Act (1992) requires non-discriminatory access to premises that the public or a section of the premises that the public is entitled or allowed to use.

Some of the examples of premises covered by the above statement in this Action Plan will include but not be limited to:

- Public footpaths, walkways and cycleways.
- Parks.
- Public swimming pools.
- Libraries and other Council Information Centres.
- Council Community Centres.
- Other Council owned buildings and facilities.

There have been issues identified to the Access Committee and Council in relation to access for people with disabilities to the commercial areas of the Wollondilly Shire. Under current legislation Council has no power to make owners or operators of existing premises to increase the accessibility.

Existing buildings that are not undergoing any renovation or change of use that would need building approval will continue to be subject to the existing provisions of the DDA. Owners and operators will continue to be exposed to complaints if non-discriminatory access is not provided. When owners or operators of commercial premises make a development application, Council will ensure that the requirements of the Premises Standards are enforced.

## **Unjustifiable Hardship**

It may be lawful to discriminate against a person with a disability if the action required to prevent or eliminate the discrimination would cause the provider “unjustifiable hardship”.

A final decision about what would or would not constitute an unjustifiable hardship is a decision that only the Federal Court can make.

The law does not define unjustified hardship. The factors that need to be taken into account to determine whether there will be unjustifiable hardship include:

- the nature and effect of disability;
- the benefits the adjustments may have for other people (e.g. ramps also help people with prams or trolleys, and enable the

business to cater to a wider section of the community and generate added income);

- any disadvantage the adjustments may have for others;
- the costs involved in making the adjustments;
- the nature of the organisation asked to provide the adjustments

This is not restricted to new buildings, or buildings constructed since the Disability Discrimination Act (1992) was enacted. It may be easier to show that altering existing premises to provide non-discriminatory access would impose unjustifiable hardship than to justify lack of non-discriminatory access in new premises.

## **How was the Action Plan reviewed?**

The first Wollondilly Disability Action Plan was adopted at the Ordinary meeting of Council held 11 November 2002, as an evolving document. The actions were reviewed in 2004/5 and now again in 2012

The contents of the document have been reviewed by the Wollondilly Disability Access Advisory Committee during 2011 /12.

## **Community Engagement**

The Disability Action Plan Review Feedback Sheet was developed to assist the wider community to make comment about the 2012 Wollondilly Disability Action Plan draft. This process was promoted online, through the media and networks from 13 November until 7 December. The community was encouraged to provide your feedback by:

- Completing this form, returning it by mail, email or fax.
- Online Survey -
- By telephone 4677 1150
- In person, call 46771150 to arrange a suitable time

There was no formal feedback to Council following this period of on line engagement.

The revised plan was on public exhibition from 8 January to 5 February 2013.

There were no formal submissions received following the public exhibition period. Two individual community members made contact seeking advocacy support to address local access issues. These matters were taken to the Disability Access Advisory Committee.

## **What will the reviewed Action Plan aim to achieve?**

- Continual review of Council services to identify any potential discriminatory practices.
- Analyse any barriers to using Council services and assess Council's ability to alleviate these barriers.
- Develop integrated strategies for improving access to Council's services/ facilities, which complements Council's Management Plan.
- Set attainable goals and targets by which Council can assess improvements in service provision to customers with a disability.
- Develop clear lines of responsibility for the implementation of the Action Plan in compliance with the DDA (1992).
- Through evaluation enable Council to allocate resources effectively and to facilitate equity and fairness for the whole community.

## **How will the Action Plan be implemented?**

The Plan will be implemented as part of council's integrated planning and reporting processes.

Provision of linkages from issues identified within the Disability Action Plan to the Wollondilly Community Strategic Plan will ensure that actions are implemented and outcomes recorded.

### **Monitoring**

Management of the implementation of the Action Plan will rest with the General Manager through the Community Services Team, specifically the Ageing and Disability -Community Projects Officer.

### **Review**

The Disability Action Plan actions will be reviewed annually in line with Councils other reporting mechanisms for the Community Strategic Plan.

A full review of the Plan will occur every two years, facilitated by the Ageing and Disability -Community Projects Officer in conjunction with the Disability Access Advisory Committee

## References

Disability Discrimination Act  
*Australian Federal Government 1992*

Human Rights and Equal Opportunity Commission (HREOC)  
[www.hreoc.gov.au](http://www.hreoc.gov.au)

HREOC Advisory notes on Access to Premises (March 1998)  
[www.hreoc.gov.au/disabil/access.htm](http://www.hreoc.gov.au/disabil/access.htm)

Disability Discrimination Act, A Guide for Local Government  
*Australian Local Government Association.*

Disability Service Plans Resource Manual for Local Government  
*Western Australian Municipal Association*

Right of Access  
*Guide to Developing Action Plans and Improving Access for People with Disabilities*  
*Villamanta Publishing Service 1997*

[http://www.ag.gov.au/www/agd/agd.nsf/Page/Humanrightsandanti-discrimination\\_Disability\(AccesstoPremises-Buildings\)Standards](http://www.ag.gov.au/www/agd/agd.nsf/Page/Humanrightsandanti-discrimination_Disability(AccesstoPremises-Buildings)Standards)

<http://www.ahrcblog.com/2011/05/02/premises-standards-commence-2/>  
[http://www.hreoc.gov.au/disability\\_rights/index.html](http://www.hreoc.gov.au/disability_rights/index.html)

Wollondilly Community Strategic Plan

[www.who.int/topics/disabilities/en/](http://www.who.int/topics/disabilities/en/)

## **Resources: Organisations that can assist**

### **Human Rights and Equal Opportunity Commission (HREOC)**

Level 3, 175 Pitt Street  
SYDNEY NSW 2000  
GPO Box 5218  
SYDNEY NSW 2001  
Phone 9284 9600

### **Anti-Discrimination Board**

Level 4, 175 Castlereagh Street  
SYDNEY NSW 2000  
PO Box A2122  
SYDNEY SOUTH NSW 1235  
Phone 9268 5544 (Enquiry Service & Employers Advisory Service)  
9269 5555 (General Office Number)

### **Standards Australia**

Level 10, The Exchange Centre, 20 Bridge Street  
SYDNEY NSW 2001  
GPO 476  
SYDNEY NSW 2001  
Phone 1800 035 822

### **Disability Discrimination Legal Centre**

PO Box 989  
STRAWBERRY HILLS NSW 2012  
Phone 9310 7722

### **Independent Living Centre NSW Inc**

600 Victoria Road  
RYDE NSW 2112  
Phone 8014 7005 or 1800 800 708

### **Ageing, Disability and Home Care**

Level 5, 83 Clarence Street  
SYDNEY NSW 2000  
Phone 8270 2000

### **Local Government and Shires Associations**

Level 8, 28 Margaret Street  
SYDNEY NSW 2000  
GPO Box 7003  
SYDNEY NSW 2001  
Phone 9242 4000

### **Macarthur Disability Services**

138 Queen Street  
Campbelltown 2560  
Phone 4621 8400

# Wollondilly “Access” Achievements 2005 – 2011

## Council

- Redevelopment of Disability Access Officer part-time position into a fulltime Ageing and Disability Community Project Officers Position. 2006
- Acquisition of recurrent funding from NSW Department Ageing Disability and Home Care as a contribution to the CPO position 2006
- Relevant Development Applications reviewed by Disability Access Officer and Disability Access Advisory Committee
- Facilitation of Annual Celebration for the International Day of People with disAbilities in December.
- Provision of accessible facilities at Council events like Australia Day
- Community Bus upgrade 2006 & continued provision accessible bus
- Installation of lift in administration building 2006
- Facilitation of 2009 Transport forum highlighting the issues faced by people who live in Wollondilly.
- Development of partnership with Xstrata Coal to develop the Accessible Playground at Tahmoor
- Streetscape works
- Installation of hearing loops in public meeting places in Councils Administration building
- Facilitated Young Carers Resource Project  
Developed resource package to raise awareness of needs of young carers
- Formed partnership with Community Links Wollondilly to facilitate the Dilly in the Kitchen project for young carers
- Provision of Wollondilly Advertiser on audio CD
- Partnership with Guide Dogs NSW/ACT to raise community awareness about legislation and rights of Guide Dog Users.



## DAAC

The philosophy of the committee has always been “chip chip” away and to think outside of the square

- Facilitation of Access Challenge 2009 involving Cr Colin Mitchell Mayor of Wollondilly, Hon. Philip Costa Member for Wollondilly and Cr Jai Rowel Councillor Campbelltown City Council.
- Presentation at 2009 Transport forum including preparation of a video highlighting issues faced by people who have a physical disability.
- Work with the broader community to lobby for Picton Station Easy Access upgrade
- Advocate on behalf of Macarthur Disability Services during the development of their Training Facility at Tahmoor
- Hosted Your Voice Forum 2011, a number of presentations which highlighted the resources available; and the issues faced by people who have a disability in accessing all levels of education.
- Participation in Regional Access Forum
- Hosting Annual ID of PWD Celebration events using a different theme to raise a positive awareness
  - Foot and Mouth Painters Association – participants tried using their toes or mouth to hold a crayon and draw
  - Guide Dogs NSW/ACT – participants ate their breakfast under blindfold, and experienced using sighted guide techniques
  - Carers – two local women shared their stories
  - Sports – Paralympian, Paul Nunnari shared some stories about living in the Olympic Village and other sporting achievements
  - Employment – presentations about achievements & opportunities
  - Performance based, we have had all sorts of performers: drummers, dancers, singers, actors, all showcasing abilities
- Community awareness through projects like:
  - Guide Dog Awareness training
  - Accessible Car Parking Space Awareness

*Wollondilly Disability Action Plan Actions 2012 -2014*

**Physical Access**

**AIM:**

**Progressively improve access to current Council owned and managed public buildings, facilities, recreation and public spaces.**

**Progressively improve access to Council services and information.**

**Ensure all new buildings and structures we erect, and all major refurbishments we undertake, are fully accessible.**

Issue	Area of Responsibility (Stakeholders)	Action Strategies	Weighting	Link CSP Outcome
Physical access to Council buildings, facilities and public areas.	Infrastructure Planning  Facilities Recreation  CPO Ageing and Disability	Identify and record access issues relating to buildings, facilities, Council services and information  Conduct Access Audits as required  Prioritise works and actions, allocate resources in accordance Councils capacity and priorities of CSP		A resilient community that has access to a range of activities, services and facilities.  Communities that are supported by safe, maintained and effective infrastructure
Access to Council services and information	All Managers  CPO Ageing and Disability  DAAC	Identify potential barriers for people with a disability accessing information or services  Develop strategies to address access issues identified		A resilient community that has access to a range of activities, services and facilities.  An engaged, connected and supported community that values and celebrates diversity.  A transparent, effective and sustainable Council.

**Human Resources****Awareness Training****AIM:**

Staff involved in customer services or customer contact will receive appropriate training in disability awareness, access issues and appropriate communication skills for a wide range of disabilities.

Issue	Area of Responsibility (Stakeholders)	Action Strategies	Weighting	Link CSP Outcome
Provide training opportunities for all relevant staff in disability awareness	Employee Relations  CPO Ageing and Disability	Incorporate awareness training into annual training plan.  Appropriate disability awareness competencies to be incorporated into staff appraisals.	4	A community that has access to employment and is supported through strong and diverse economic activity  An engaged, connected and supported community that values and celebrates diversity.  A transparent, effective and sustainable Council.

<b>Employment Opportunities</b>				
<b>AIM:</b> We are committed to the maintenance of a non-discriminatory work environment, free of discrimination on the basis of sex, marital status, age, physical or mental impairment, pregnancy, race, color, national origin, religion, political conviction or sexual preference.				
<b>Issue</b>	<b>Area of Responsibility (Stakeholders)</b>	<b>Action Strategies</b>	<b>Weighting</b>	<b>Link CSP Outcome</b>
Council under its EEO obligations will actively promote recruitment and support of staff with a disability.	Employee Relations	As part of ongoing monitoring of EEO an annual review of employment opportunities for people with disabilities will be carried out and future opportunities identified	3	<p>A community that has access to employment and is supported through strong and diverse economic activity</p> <p>An engaged, connected and supported community that values and celebrates diversity.</p> <p>A transparent, effective and sustainable Council.</p>
Necessity to allow for reasonable adjustment to current practice on an individual basis for the position -traineeship for a person with a disability.	Employee Relations In conjunction with  CPO Ageing and Disability	Develop and implement strategy to address the necessity to make reasonable adjustment to current practice on an individual basis for the position traineeship for a person with a disability.	4	<p>A community that has access to employment and is supported through strong and diverse economic activity</p> <p>An engaged, connected and supported community that values and celebrates diversity.</p> <p>A transparent, effective and sustainable Council</p>
There is currently no appropriate statement about reasonable adjustment in EEO Management Plan	Employee Relations In conjunction with  CPO Ageing and Disability  DAAC	During review of EEO Management Plan include statement about obligations under DDA to make allowances for reasonable adjustments to be made for employees with a disability.	3	<p>A community that has access to employment and is supported through strong and diverse economic activity</p> <p>An engaged, connected and supported community that values and celebrates diversity.</p> <p>A transparent, effective and sustainable Council</p>

<b>Review Action Plan</b>				
<b>AIM:</b>				
Wollondilly Council’s Disability Action Plan will be reviewed annually.				
We are committed to developing and implementing a Disability Action Plan.				
We acknowledge that the Action Plan is a working document that needs to be reviewed on a regular basis.				
<b>Issue</b>	<b>Area of Responsibility (Stakeholders)</b>	<b>Action Strategies</b>	<b>Weighting</b>	<b>Link CSP Outcome</b>
Monitor the continuing development and implementation of Wollondilly Disability Action Plan.	DAA Committee	The actions contained in the plan will be reviewed annually in line with the CSP reporting and the results incorporated in Annual report.	4	A resilient community that has access to a range of activities, services and facilities.
	CPO Ageing and Disability	A biennial review of the Disability Action Plan will be carried out by the CPO Ageing and in conjunction with the DAAC and the key Managers responsible for implementing the actions of the Plan	4	Communities that are supported by safe, maintained and effective infrastructure A community that has access to employment and is supported through strong and diverse economic activity An engaged, connected and supported community that values and celebrates diversity. A transparent, effective and sustainable Council

**Weighting**

1 = 5+ years  
2 = 2-5 years

3 = 1-2 years  
4 = Ongoing