

Waverley Council

Disability Action Plan and Access Policy

In accordance with the Disability Discrimination Act (1992)

Adopted June 1999

Updated March 2002

Waverley Council Disability Action Plan & Access Policy

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SECTION I

BACKGROUND

Why a Disability Action Plan?

A Disability Action Plan is a strategy for improving Council practices in order to ensure there is no discrimination (intentional or unintentional) against people with a disability. The aim of the Action Plan is to help Council identify those practices and develop strategies for change. This plan was developed by a working group within Council in conjunction with Council's Disability Access Committee. It is an update of Council's 1993 Access Policy together with an Action Plan for implementation of the policy. When it is adopted by Council it will be lodged with the Human Rights and Equal Opportunity Commission (HREOC) in accordance with the Disability Discrimination Act (DDA) 1992.

This plan seeks to ensure that we provide equitable and dignified access to premises in the Waverley area and to services provided by Council. A service or facility is accessible when it is easy to find out about, easily understood, easy to get to and easy to use. Accessibility is important because it leads to better quality service, it results in better use of the service, it leads to a better public profile, it improves morale amongst staff and it is the law.

The built environment and some customary attitudes and practices create unnecessary barriers to equal participation in the life of the community. It is the task of this Disability Action Plan to focus on strategies for removing these barriers.

Who will benefit?

People with disabilities will benefit from changes towards a more accessible locality.

A more accessible community makes having a disability less disruptive for the person with the disability and for all friends and relatives of the person. But people with disabilities and their relatives and friends are not just “other people”.

Everyone in the community has the possibility of developing or acquiring a disability, or of having a close relative or friend develop or acquire a disability.

Access is an issue that touches everyone’s life at one time or another.

Many people experience reduced mobility in various situations. Parents pushing young children in strollers, young people with sporting injuries, older people who are becoming less agile, would all benefit from a more accessible built environment.

Older people at risk of falling benefit from a more accessible streetscape.

The entire community benefits from developing a culture of respecting human rights, learning to view life from other perspectives and creating opportunities for everyone to participate.

Making access better for people with disabilities is a good way of making access better for everyone.

People with disabilities

A disability is a limitation caused by intellectual, physical, sensory, psychiatric or neurological conditions.

People with an intellectual disability find learning difficult and learn at a slower rate. Intellectual disability is not a sickness and should not be confused with mental illness.

People with a physical disability includes people with a mobility or neurological disability such as quadriplegia, paraplegia, epilepsy, HIV/AIDS, multiple sclerosis or arthritis.

People with a sensory disability includes people who are Deaf or have a hearing impairment; and people who are blind or have a vision impairment.

People with acquired brain injury have permanent damage to structures of the brain as a result of accident, poisoning, stroke, brain tumour, infection or lack of oxygen. In NSW 70% are caused by motor vehicle accidents, most often involving people aged between 16 and 24 years.

People with a psychiatric disability (mental illness) experience serious impairment of mental function. The severity ranges from mild and easily manageable episodic illness to serious or permanent impairment. Psychiatric disability can occur for any person at any time of their life. The Disability Discrimination Act definition includes behavioural disorder.

The Disability Discrimination Act (DDA) covers a very broad range of disabilities. In addition to the above forms of disability it covers a person who has lost part of the body (eg an amputee); a person with a disfigurement of any part of the body; or a person with any organism in the body that could in the future cause disease or illness (for example Hepatitis or HIV/AIDS with no symptoms).

How many people?

There are approximately 1200 people in Waverley Council area aged 16 – 65 years receiving a Disability Support Pension.

Of all the residents in Waverley local government area (61674 in 1996 census), assuming proportions are the same as NSW as a whole, it is estimated that:

- 6.1% (about 3762 people) have high support needs – that is, they always or sometimes need help from another person to perform one or more of the tasks of daily living.
- 3.5% (about 2150 people) need no help but have difficulty performing one or more of the tasks of daily living.
- 5.8% (about 3577 people) need no help but use an aid or have difficulty walking 200m metres, or going up and down stairs, or in using public transport, or in picking up an object from the floor.

This gives a total of about 9500 people who experience specific restrictions in self-care, mobility or communication. About 40% of these would be people aged 65 years and over.

The carers of people with a disability are also affected by barriers to access for the person they are caring for. About 1700 people living in Waverley local government area are primary carers – they provide ongoing informal (unpaid) care for a person who needs help with everyday living tasks. In addition about four times this number provide informal unpaid care but are not classified as *primary* carers.

These figures are estimates based on the ABS survey of Disability, Ageing and Carers 1998. For more detailed statistics see the Appendix.

What are the barriers to access?

Waverley local government area has a large number of older buildings which are not accessible to people with disabilities.

The streetscape is not always accessible for people with disabilities, older people, and parents with young children in strollers.

Transport and parking are major issues for people with disabilities.

Below is a summary of the issues identified through consultations for Council's Social Plan (1994 with 1999 update) and through the Access Committee:

All people with disabilities need:

- a transport network that is accessible, cost effective, reliable and readily available
- accurate and up to date information about disability and mainstream services, facilities and community programs
- community awareness and knowledge of ways of interacting with people who have disabilities

People with acquired brain injury need:

- clear straight-forward information and extra time for information processing
- recognition of the consequences of their brain injury
- assistance when required with physical access

People who use wheelchairs and all people with mobility disabilities need:

- physical access to and within all public buildings
- unimpeded access on footpaths
- smooth entry from footpath to shops
- access to transport via a continuous path of travel to bus stops, accessible bus stops with appropriate kerb heights, and on-street and off-street parking
- accessible public toilets

People with a psychiatric disability (mental illness) need:

- secure accommodation
- support in seeking and maintaining employment
- access to daytime activities
- community understanding and support for families

People who are Deaf need:

- sign language (Auslan) interpreters

for all face-to-face contact

- communication by fax or email or TTY for all telephone contact

People with hearing impairment

need:

- well lit areas to aid lip reading
- an audio loop system that is installed and operated correctly in public meeting places
- audible address systems in shopping centres and rail and bus stations.

People who are Deaf and people with hearing impairment

need:

- clear signs as an alternative to public announcements
- visual security buzzers
- alternative visual emergency devices such as flashing lights for fire alarms

People with intellectual disabilities

need

- access to recreational and leisure activities

community awareness and understanding

People with vision disabilities

need

- public areas free of potentially dangerous environmental hazards such as uneven and slippery footpaths and overhanging tree branches, tables and chairs on footpaths which block an accessible route, cars parked across driveways and on footpaths
- audio signals at major traffic intersections and in lifts.
- tactile contrast on ramps, at kerb ramps, on railway station platforms, bus stations and pedestrian crossings.
- a colour contrast strip on the edges of steps
- hand rails on both sides of stairs
- signage that is clear, illuminated, a large size, at eye level, with raised letters that can be felt
- voice output of printed material

Older people at risk of falling

need:

- more resting places
- repair of damaged road surfaces and pavements,
- more lighting in car parks,
- handrails in toilets and
- longer pedestrian crossing times

These requirements can be broadly divided into:

- (1) physical access
- (2) access to services, and
- (3) transport & parking.

The Action Plan in Section II is organised accordingly, with a broader division according to the level of power that Council has:

A Direct control

B Development control

C Influence

(cartoons)

The above cartoons are from the Local Government & Shires Associations (LGSA) Disability Bulletin January 1999. Used with permission.

Costs and Limitations

What are the limitations to action?

Natural features such as the beach, the cliff-tops, and hilly terrain mean that there are some public places that will remain inaccessible. The Coastal Walk for example will never be accessible for everyone.

Costs and bonus benefits

Providing access for people with a disability need not be expensive in the long run. Furthermore, failure to plan for access may require a far more costly remedy later on. When the needs of people with a disability are taken into account in the planning and design stages, costs will be minimised.

When thinking about costs it is also important to think of the 'bonus' benefits – achieving other goals at the same time. For example:

- ramps make it easier for trolleys to be used therefore reducing occupational health and safety claims
- clear pathways improve public safety for everyone
- access for people in wheelchairs also improves access for parents with strollers
- floors with a non-slip surface reduce the possibility of accidents for everyone
- eliminating trip hazards on footpaths minimises public liability risk
- better outdoor lighting is part of our crime prevention policy
- clear and unambiguous signage is helpful to everyone

These are illustrations of the double bonus of improving access.

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

The purpose of this plan is to do everything within Council's power to make it possible for the whole community to access available services, programs, and facilities.

Legal Obligations

The Disability Discrimination Act 1992

In 1992 the Commonwealth Government passed the **Disability Discrimination Act (DDA)** thus fulfilling its obligation as a signatory to the United Nations Declaration on Rights of Disabled Persons 1971. The Act makes it unlawful to discriminate either directly or indirectly against people with any form of disability.

The Act covers a range of areas including employment, education, sport and recreation, the provision of goods, services and facilities, accommodation and access to premises. The Act requires that people be able to access any building which the public is entitled to enter or use. It further requires that people should have access to any services and facilities provided in those buildings.

The NSW Anti-Discrimination Act 1977 (Amended 1994) makes it unlawful to discriminate on the ground of disability (along with other grounds such as race, sex, marital status, homosexuality or age). NSW Anti-Discrimination Board administers it.

The NSW Disabilities Services Act 1993(section 9) requires most state government agencies to produce Disability Action Plans. These plans are to be submitted to the Ageing and Disability Department beginning in December 1999 and every three years thereafter. Councils can choose whether or not to participate in this.

The Local Government (General) Amendment (Community & Social Plans)

Regulation 1998 requires Councils to

- develop a social or community plan identifying the needs of people with disabilities (as one of a number of target groups)
- include in both their management plan and annual report a statement regarding access and equity activities planned or undertaken by council.

Council meets these legal obligations by developing and implementing this Disability Action Plan and Access Policy.

Legal Obligations (cont.)

Building Code of Australia

Access to and within buildings is regulated by the Building Code of Australia (BCA). The code is uniform throughout Australia. The NSW government adopted the Code in March 1993; it is administered by the Department of Local Government. Development and building applications must comply with the BCA, including Regulation Document RD98 covering provisions for people with disabilities. Fundamental to the Building Code is the requirement that a building is to provide safe, equitable and dignified access for people with disabilities. However the Building Code regulations are a minimum requirement only and are not sufficient to ensure that premises are accessible to everyone. The Building Code states broad requirements for access and refers to Australian Standards to spell out the technical details.

Australian Standards

Australian Standards have been designed to assist in the development of buildings which are accessible to people with a disability. Australian Standard 1428 is the main accessibility standard. Part 1 aims to cater for 80% of people with a disability and is the only part referred to by the Building Code of Australia. Thus it is the only part that is mandatory. It was updated in 1998 (superseding AS1428.1-1993) to set higher standards for access – this will come into force in 1999. Part 2 aims to cater for 90% of people with disabilities, with more attention to the needs of people with ambulatory and sensory disabilities. Part 3 covers requirements for children and adolescents with physical disabilities and Part 4 covers tactile ground surface indicators for the orientation of people with vision impairments.

Development Control Plan no. 26 (Access for People with Disabilities)

was adopted by Council in June 1999 to cover the gap between the requirements of the DDA (Disability Discrimination Act) and the Building Code of Australia.

How was this plan developed?

The task was undertaken by an Action Plan working group within Council in close consultation with the Disability Access Committee. A Council staff person was allocated the task of bringing it all together.

The Action Plan working group consisted of at least one representative of each department of Council. In each case the representative was appointed to this task by the Director of the Department and was a person with a close working knowledge of the strategic planning and decision-making processes within Council.

These were the steps involved:

Gather and read background information, resource handbooks, action plans developed by other Councils, and existing Council policy documents.

Identify existing barriers to access through:

- consultations (including focus groups of people with specific disabilities) previously held by Council for the 1994 Social Plan
- issues identified over the years by the Access Committee
- case studies and an additional focus group

Develop a framework for the plan. It was decided to organise the plan according to Council's power to address these issues: through direct control, development control or influence.

Interview staff within each Department whose role was related to one or more of the proposed strategies. This was essential to ensure that strategies are workable, to identify limitations and difficulties, and to identify ways in which the proposed strategies could be integrated with existing departmental plans.

At various stages a "work-in-progress" document was examined by the working group and the Access Committee, feedback obtained, and further refinements made.

Disability Access Committee

The Waverley Disability Access Committee played a crucial role in the development of this Action Plan.

The committee has a broad membership of Councillors, staff and community representatives who may be residents, carers or service providers for people with a disability.

The Committee acts as an open forum, meeting monthly. Any person who lives, works or visits in Waverley local government area may attend. A Councillor who is appointed at the annual appointment of Committees by Council chairs the Committee. Staff members of the various Council departments attend the meetings and follow up matters raised. An Auslan interpreter is provided when required and meetings are held in a fully accessible building.

The Waverley Disability Access Committee is recognised as the appropriate reference point for consultation by Council officers and others regarding building and development or infrastructure change in Waverley. As a Committee of Council it is able to advise Council on policy and make recommendations. The committee was formed following a meeting convened in 1987 by then Deputy Mayor, Alderman Norman Lee.

The Role of the Access Committee

The Access Committee will:

- Monitor and consult on policies of Council with respect to disability issues
- Raise local access issues for action
- Inform Council what is occurring in the Disability sector

The Access Committee will not approve detailed technical matters on behalf of people with disabilities. This is where Council needs expertise from its own staff or from the use of a disability consultant.

Link with other Council policies

This policy is to be read in conjunction with our:

- **Development Control Plan no. 26 (Access for People with Disabilities)**
and
- **EEO (Equal Employment Opportunity) Management Plan.**

This policy is an essential component of our **Social Plan** and our Access & Equity report.

This policy is to be considered in developing our annual **Management Plan**, annual budget estimates, public works programs and other strategic planning processes. Therefore it will be important to consult the Access Committee at an early stage in our annual planning cycle.

Our **Plain English Policy** is clearly linked to this policy.

Our **Multicultural Policy** aims to ensure access to services for all people in the area regardless of their religious, cultural, ethnic and linguistic backgrounds. Strategies such as publicising and promoting Council services, promoting community development & research, and provision of training, can be linked with similar strategies within this Disability Action Plan & Access Policy.

Our **Learning and Development Plan** aims to ensure that staff have the skills required to provide quality service.

Our **Crime Prevention Through Environmental Design DCP no. 9 July 1998** requires better lighting and well-maintained streetscape which would also benefit people with disabilities.

SECTION II
POLICY & ACTION PLAN

Waverley Council

Our Corporate Mission

Waverley Council's mission is to play a significant role in making the community's vision of Waverley a reality by providing strong community leadership in policy, planning and the provision of services.

Waverley should be a place where:

- Sound urban planning ensures outstanding local amenity, ecological and economic sustainability, heritage protection and the maintenance of a range of accommodation types, forms and affordability to meet the lifetime needs of its existing and new residents.
- The natural environment is valued respected and carefully managed for the public benefit and for future generations
- Suitable local employment opportunities are recognised and nurtured.
- Transport and traffic flows, parking schemes, pedestrian accessibility and bicycle requirements are co-ordinated and managed for the safe and efficient movement of people and goods around and through the municipality, while reducing pollution.
- Beaches, parks and public spaces are maintained and enhanced to sustain social, cultural, recreational and environmental uses.
- Accessible community services are developed and supported to ensure that Waverley sustains all the members of its community, contributing to their safety and security and their social and cultural enrichment.
- The community is encouraged to participate in local democratic processes.

Access Policy Mission Statement

Waverley Council is committed to achieving a local area that is fully accessible to all members of our community.

The principles underpinning this policy are:

- A person with a disability is an individual first and foremost and is not simply defined by their disability.
- People with disabilities have the same fundamental rights as any member of our community.
- Changes to the physical and social environment are essential in order to remove barriers to access.

Structure of the Plan

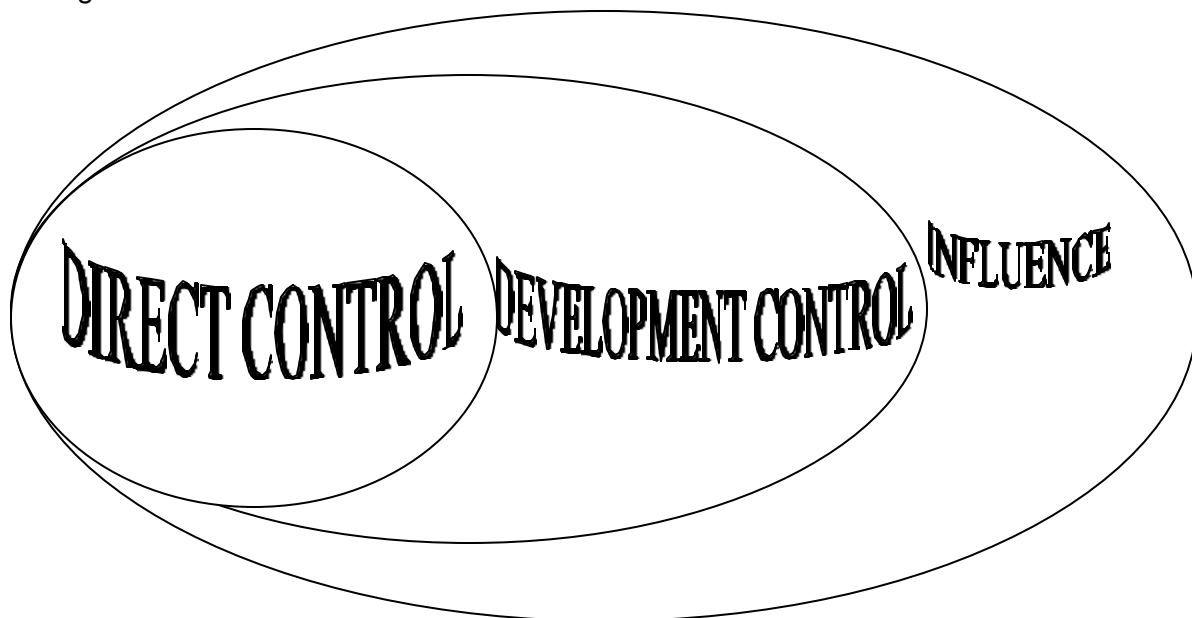
This Action Plan is divided according to three forms of power that Council has:

- A - direct control (through ownership and/or management of resources)
- B - development control
- C - influence

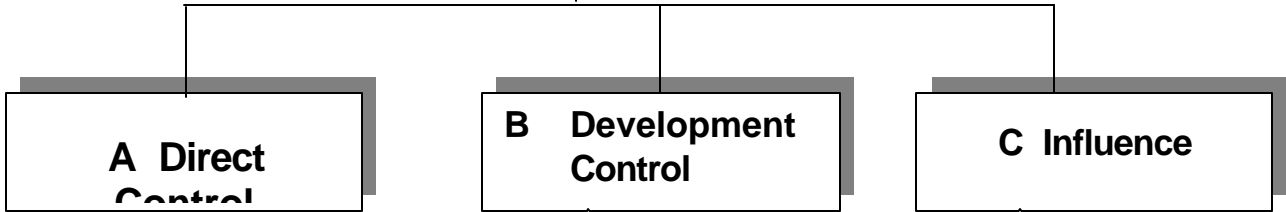
Direct Control: Council has the power to manage its own resources - assets, finance and people - under the Local Government Act 1993 and related Acts.

Development Control: Council has statutory power to control new developments within the boundaries of Waverley local government area under the Environmental Planning and Assessment Act 1979 and Environmental Planning and Assessment Regulation 1994.

Influence: Beyond the above areas Council can work towards an accessible community by influencing business, community groups, state and federal government bodies and residents.

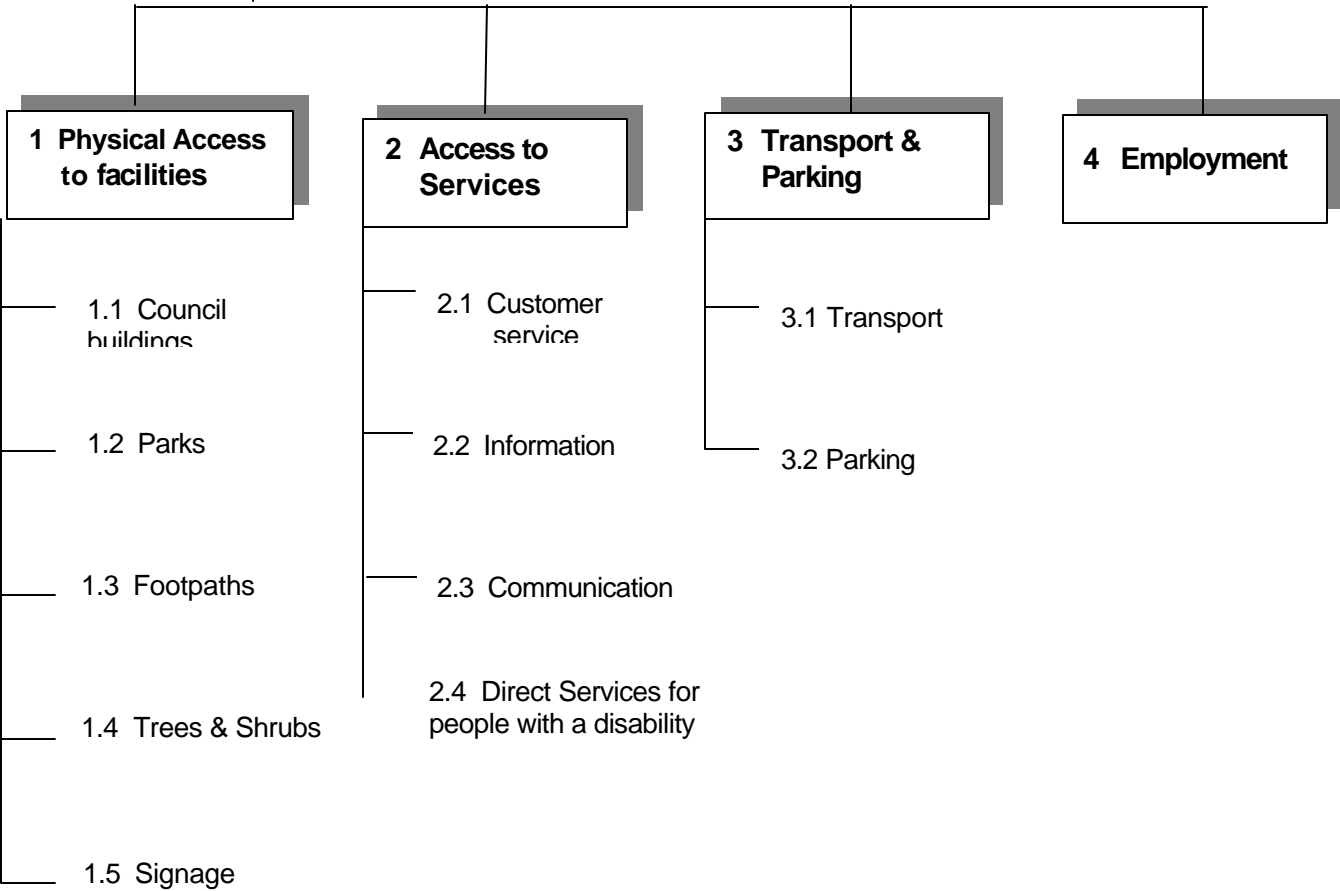


ACTION PLAN



Development Control Plans & Local Environment Plans

Traffic committee, SSROC, LGSA ...
Lobby, liaise, co-ordinate, promote, educate.



A Direct Control

1 *Physical Access to facilities*

We will progressively improve access to current Council owned and managed public buildings, facilities, recreation and civic spaces.

We will ensure all new buildings and structures we erect, and all major refurbishments we undertake, are fully accessible.

1.1 Council buildings and facilities

For all major building projects we will:

- submit the project to an access audit early in the design process
- refer the access audit to the Access Committee early in the design process
- ensure the architect's brief includes access requirements
- at the Development Application stage, we will sign off on access requirements

The above requirements will be included in tender/contract guidelines.

Council owns the following buildings: Council Chambers, The Mill Hill Centre, Waverley Library, Child Care Centres, Waverley Works, Bondi School of Arts, The Boot Factory and other community facilities, Council Depot, aged residential units, Bondi Pavilion & other recreation reserve buildings, surf club buildings, cemetery buildings, toilet blocks in parks, carparks and commercial buildings.

Council constructed three major buildings in the 1990s which meet high standards of accessibility:

- the new Library completed in 1999
- a completely new building for Waverley Child Care in 1997
- the Mill Hill Centre built in 1995 to create an accessible Seniors Centre.

Gardiner Child Care Centre was refurbished in 1994 thus improving access.

Council commissioned an Access Audit on Council Chambers in 1996 and has implemented the major recommendations of the Audit. In December 1998 Council completed a new accessible customer service centre on the ground floor of Council Chambers. In 2000 the front entry was extensively modified to meet access requirements.

In 1998 Council completed a major refurbishment of the Edmund Street block of six housing units for low-income older people, thus making the three ground-floor units accessible.

Changes to Bondi Pavilion in 2000 made it more accessible with a lift to the first floor, and the music room and community room completed in 2000 are accessible. Older buildings such as Waverley Pavilion do not meet access requirements but are not considered a high priority.

The customer service areas of the new Bondi Lifeguard Tower are accessible.

The North Bondi children's pool is being upgraded in 2002 with improved access.

Work in 2002 on the Bronte Surf Life Saving Club will improve accessibility on the ground floor. The first floor is still not wheelchair accessible.

School of Arts building will be refurbished in 2002. The access audit will provide recommendations to ensure that the Conservation Management Plan complies with the BCA, AS 1428.2, and DCP 26, including access to the first floor.

Kindamindi Child Care Centre is being refurbished and an access audit was undertaken as part of the upgrade to ensure compliance with DOCS licensing requirements. An accessible path of travel has been provided through the Centre as part of the Stage 1 works. A disability toilet will be provided as part of the Stage 2 works, programmed for completion in June 2002.

Action Plan – table A/1.1 Council buildings and facilities

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Design process for new buildings, upgrades or refurbishments over \$50,000	<ol style="list-style-type: none"> 1. Submit the project to an access audit early in the design process 2. Refer the access audit to the Access Committee early in the design process 3. Ensure the architect's brief includes specific reference to the Access DCP 	Ongoing	Project Manager, Public Works & Services
Ocean St low-cost housing	Ensure Access requirements are met	2002-3	Capital Works Manager, Public Works & Services
Bondi Junction Mall upgrade	Ensure joint Access Committee is consulted at each stage in design process	2001-3	Bondi Junction Town Centre Manager
Westfield devt.	Ensure joint Access Committee is consulted concerning the public domain surrounding the devt.	2001-3	Director, Public Works & Services
Community buildings owned by Council	As a building is refurbished, attend to access requirements.	Ongoing	Property Manager, Corporate & Tech

1.2 Footpaths

We will provide a continuous, unimpeded accessible pedestrian pathway linking major facilities in the Waverley local government area.

When renovating footpaths we will make shops and buildings accessible from the footpath whenever possible.

Council has undertaken some kerb ramp upgrading in the Bondi Junction commercial centre.

In July 1999 an Access Audit was conducted before upgrading the footpath area at the Rose Bay South Shopping Centre.

We have developed an accessible footpath strategy to be implemented in stages over the next five years.

Action plan – table A/1.2 footpaths

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
<p>We will provide continuous accessible footpath routes that enable uninterrupted access to all major facilities in the Waverley local government area.</p>	<p>Conduct a physical audit of all Council footpaths so as to identify impediments to pedestrians such as:</p> <ul style="list-style-type: none"> • Trip hazards • Lack of or poorly designed kerb ramps • Stairs • Steep and/or slippery footpaths • Obstructions to width of pathway <p>Develop a plan for preferred continuous accessible pathway route based on results of audit and location of popular destinations and pedestrian concentrations such as schools, shopping centres, aged facilities, etc. Involve the Access Committee in this process.</p> <p>Implement a staged construction.</p>	<p>Trip hazard survey completed. Further surveys by June 2003</p> <p>Dec 2001</p> <p>Complete in stages over a five-year period (by 2006)</p>	<p>Manager Infrastructure.</p> <p>Manager Infrastructure.</p> <p>Manager Infrastructure.</p>
<p>People with disabilities cannot get into shops. Even one step can make it inaccessible.</p>	<p>When Council upgrades footpaths consult with building owners and shopkeepers on how best to improve access from footpaths into existing premises.</p> <p>Submit major footpath renovations to an access audit.</p>	<p>Ongoing</p>	<p>Manager Infrastructure.</p>
<p>People cannot use kerb ramps where road camber is too steep or kerb ramp poorly designed.</p>	<p>When Council upgrades roadways ensure that road camber is reduced</p> <p>When Council upgrades kerb and gutters provide new or improved kerb ramps as part of the design process.</p>	<p>Current practice - ongoing</p>	<p>Manager Infrastructure</p>
<p>Restaurant seats, A-frame signs and goods on footpath obstruct access.</p>	<p>When approval for signs, goods or restaurant seating is sought, Council will ensure a clear thoroughfare is provided.</p>	<p>Ongoing</p>	<p>Manager, Health & Ranger Services</p>

1.3 Trees and Shrubs

We will ensure that trees and shrubs in public areas do not impede access.

Public Areas: Council maintains planting in all public areas such as footpaths, malls, parks and road closures.

Private Land: When plants on private property obstruct public paths of travel, it is the responsibility of the property owner to trim the plants.

Overhanging branches are a hazard for many people including visually impaired people, older people with walking sticks, and mothers with young children.

Action Plan – table A/1.3 Trees and Shrubs

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Council planting obstructing paths	Consider access issues in determining location & type of trees planted	Current practice & ongoing	Tree Operations Supervisor
	Prune plant material clear of pathways – complaints rectified within service standard.	Current practice & ongoing	Tree Operations Supervisor
Tree roots causing trip hazards on footpaths and nature strips.	Tree management policy & street tree planting policy to incorporate consideration of appropriate species and location.	Ongoing	Tree Operations Supervisor
	Remedial work undertaken to meet service standard	Ongoing	Tree Operations Supervisor & Field Supervisor Restorations
Monitor response to requests	Enter all requests for tree pruning on CARS (Customer Action & Referral System) for monitoring	Ongoing	Tree Operations Supervisor
Privately owned plants obstruct paths	Park staff contact property owner in writing and request owner to do required pruning	Current practice & ongoing	Tree Operations Supervisor
Trees obscuring signs and streetlights	Prune trees clear of signs and streetlights. Complaints investigated and rectified within service standard.	Ongoing	Tree Operations Supervisor

1.4 Parks

We will ensure that access is improved in all park upgrading projects

(i) MAJOR PARKS IN WAVERLEY

Waverley has five major park areas. Three are coastal parks associated with surf beaches. The coastal walk links these parks. A centrally located park features monuments and sporting facilities.

Bronte Park is the recommended accessible beach park. It has good physical access by foot and vehicle, accessible toilets, disabled parking spaces, and wheelchair accessible shelters, playground, baths and kiosk.

Bondi Park also features a reasonable level of general physical access and disability parking at four separate locations. In 2000 there were major access improvements to Bondi Pavilion with a lift to the first floor, and in Bondi Park seating was installed at 60m intervals along the whole of the promenade.

Tamarama Park, due to the local topography, is less accessible.

Waverley Park, near Bondi Junction, also has limitations due to steep slopes.

The Coastal Walk (Bondi – Bronte) follows the rocky shoreline, and features frequent stairs, and some steep inclines.

Waverley Cliff Walk: Council is planning to upgrade several cliff top reserves in the Dover Heights – Diamond Bay area to create a continuous 3Km walk. Due to the difficult terrain it will not be possible to provide disability access all the way. Every possible effort will be made to provide disability access at various points along the way.

Action Plan – table A/1.4 (i) major parks

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Improving access to and through the park.	<p>Bronte Park: Ensure that the Plan of Management for Bronte Park Identifies access improvements.</p> <p>Tamarama Park: construct accessible ramp down into park.</p> <p>Preparation of the Plan of Management to include consideration of wheelchair access to the lower park.</p> <p>Coastal Walk: construct path/ramp from Marks Park to Mackenzies Point lookout. Incorporate further access improvements into the Plan of Management for the Coastal Walk.</p> <p>Clifftop Walk: at each stage investigate every possible way to overcome difficult terrain to provide wheelchair access to sections of the walk.</p>	<p>June 2002</p> <p>Dec 2004</p> <p>June 2002</p> <p>Dec 2002</p> <p>2001 onwards</p>	<p>Parks Manager</p> <p>Parks Manager</p> <p>Parks Manager & Landscape Architect</p> <p>Parks Manager & Landscape Architect</p> <p>Director, Beach Parks & Recreation</p>
Access toilet	Waverley Pavilion: construct unisex toilet	June 2003	Property Manager
No telephones at Bronte, Tamarama & Waverley Parks	Approach Telstra to investigate provision of equal access telephones in major parks	Dec 2002	Parks Manager
Planning for special events	Add disability access considerations to events planning checklist	Ongoing	Bondi and Parks Administration Officer
Special events by outside body (rock concert, Sculpture by the Sea, City to Surf, Olympics etc)	Encourage organisers to present an access plan. The plan should provide for dignified access and should clearly explain what can and cannot be provided. When appropriate, refer plan to the Access Committee.	Ongoing	Bondi and Parks Administration Officer

(ii) LOCAL PARKS

The irregular topography of the Waverley area limits opportunities for access. The open space system is well established so work undertaken would mainly be to improve the existing infrastructure. There is little funding for improvements generally.

Action Plan – table A/1.4 (ii) local parks

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Improving access to parks	<p>Construct kerb ramp</p> <p>Design main entry as level access (in some parks this is the driveway)</p> <p>Ensure entry gate or opening is minimum 900mm wide</p>	When new work arises	<p>Landscape Architect</p> <p>Parks Operations Supervisors</p>
Incorporate access considerations when designing new facilities or doing new work	<p>Paths</p> <p>Construct new paths min 1200mm wide</p> <p>Ramps rather than steps where practical</p> <p>Provide accessible grades where possible</p> <p>Seats</p> <p>Provide at least one accessible seat in each park</p> <p>Specify armrests on some seats</p> <p>Bubblers</p> <p>Replace pipe style bubblers with an accessible design in an accessible position</p>	When new work arises	<p>Landscape Architect</p> <p>Parks Operations Supervisors</p>
Maintenance	<p>Maintain surfaces in an even, safe condition</p> <p>Trim plant material back from walkways and entries</p>	Ongoing	Parks Operations Supervisors

1.5 Signage

We will ensure that signs and symbols are designed and located to effectively inform all users.

The Australian Standard for signs and symbols is AS2899.

Responsibility for designing and installing signs is spread over all departments of Council.

Action Plan – table A/1.5 Signage

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Clear signage	Prepare a plan for improved signage, incorporating the use of Universal Signage	Dec 2002	Manager Infrastructure
Signs in parks	Develop large outdoor maps showing paths, access & seats for major parks.	Staged over 5 years	Parks Manager & Landscape Architect
Signage on buildings	Develop pamphlet informing building owners about the need for clear and effective signage	Dec 2002	Manager, Info & Admin Services (Corporate & Tech)
Information signs	Develop signage and/or written material indicating existence of hearing loop, Kurtzweil reader, wheelchairs in Mill Hill Centre, etc	Dec 2002	Manager Systems & Administration (Library & Community Services)

2 Access to Council services

2.1 Customer service

We will ensure all our services are accessible to people with disabilities.

We will assist our staff to develop the knowledge, skills and abilities to recognise the needs of people with a disability and provide the services needed.

We will foster an organisational culture that recognises the particular needs of all our customers especially those with a disability.

Our new Customer Service Centre commenced operation in January 1999 with an accessible enquiry desk.

We employ a full-time HR (Human Resources) Officer who is responsible for offering appropriate customer service training.

Action Plan - table A/2.1 Customer service

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Staff training	<p>Provide targeted customer service training which covers disability awareness issues.</p> <p>In each Department run a targeted disability awareness session. People with disabilities to be involved in development and/or conduct of these sessions.</p>	<p>As needs are identified.</p> <p>Once each year.</p>	<p>Employee Services Manager & Senior HR Officer</p> <p>Employee Services Manager & Senior HR Officer</p>
Customer Service Centre enquiry desk	Keep the lower section of enquiry desk counter clear of office stationery	Current practice-ongoing	Manager, Customer Service
Complaints process	Ensure complaints process is simple and is explained in a range of formats	Ongoing	Manager, Customer Service
Precincts	<p>Hold all precinct meetings in accessible venues</p> <p>Evaluate and extend publicity for precinct meetings</p>	Ongoing	Community Liaison Officer
Waste management – difficulty with mobile garbage bins	Respond to requests from residents by adapting the service appropriately.	Current practice - ongoing	<p>Waste Services Manager</p> <p>Waste Services Field Controller</p>

2.2 Information

We will ensure all our public information is user-friendly and accessible to all our customers.

We will provide information about accessibility of existing services and facilities.

Council has a Plain English Policy.

Council provides a Kurzweil Reading Machine at the Library so that people with vision disabilities can obtain voice output for printed material.

Council produced a *Directory of Services for People who are Deaf or Hearing Impaired* in response to a need identified in the 1994 Social Plan.

Council provides information about a wide range of services through the LINCS database on www.waverley.nsw.gov.au

Action Plan – table A/2.2 Information

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
<p>People need to be able to understand Council documents</p> <p>Not everyone can read standard printed material</p>	<p>Progressively review Council documents to ensure they are written in plain English, in accordance with Plain English policy</p> <p>Identify documents for which provision in forms other than print - such as large print, computer disk or website- would be helpful to people.</p>	<p>Current practice & ongoing</p> <p>Ongoing</p>	<p>Manager, Info & Admin Services (Corporate & Tech)</p> <p>Manager, Info & Admin Services (Corporate & Tech)</p>
<p>People do not know Kurzweil Reading Machine is available.</p>	<p>Publicise the availability of the Kurzweil Reading Machine</p> <ul style="list-style-type: none"> • to the staff through email messages and staff newsletter, and conducted tour for selected staff • to the public through Council's newsletter, in publicity re new library, and through other agencies 	<p>Ongoing</p>	<p>Manager Library</p>
<p>People need information about accessibility of areas after major upgrades.</p>	<p>Investigate and undertake the most appropriate method of producing information about access after major upgrades (this may include use of our website) commencing with:</p> <ul style="list-style-type: none"> • Bondi Junction business area following upgrade 2002-3 	<p>On completion of upgrade</p>	<p>Community Worker – Services for Older People</p>
<p>People need up-to-date information about services for people with disabilities.</p>	<p>Provide community information service through Library & Community Services</p> <p>In addition place articles in local paper and in Council's newsletter (Tribune), ask service providers to mail out information to their clients.</p> <p>Update the Library leaflet <i>Services for People with Disabilities</i>.</p>	<p>Ongoing</p>	<p>Manager Systems & Administration and Community Worker – Services for Older People (Library & Community Services)</p>
<p>People need information about voting in local government elections</p>	<p>Advise the Australian Electoral Commission to</p> <ul style="list-style-type: none"> • provide information in a range of formats and • inform people of accessibility of each polling place. 	<p>Sept 2003</p>	<p>Manager Information & Administrative Services (Corporate & Tech)</p>

2.3 Communication

We will ensure that people with disabilities have the opportunity to communicate with staff in all customer service areas.

We will include people with disabilities in our consultation processes.

Council has three TTYs (telephone typewriters) - in Council Chambers, in Waverley Library, and at Community Services. Since their installation the National Relay Service (13 25 44) has become available.

Council has installed hearing loop systems in Council Chambers, meeting room, Waverley Library and Branch Library and the Community & Seniors Centre; a portable loop is available for use in other venues.

Council has a Kurzweil Reading Machine in the Library to enable sight impaired people to have documents read out to them.

Action Plan – table A/2.3 Communication

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
When publicity or advertisements require people to phone Council, this excludes people who are Deaf or hearing impaired.	Council information, publicity, advertisements (including employment advertisements), to provide the option of contacting Council by fax and email.	Current practice & ongoing	Manager, Information & Admin. Services (Corporate & Tech) Manager, Employee Services
Consultation with people with disabilities	Information sent to precinct committees will also be sent to Access Committee	Commencing 1999 & ongoing	Community Liaison Officer
Staff do not know how to use hearing loops, Kurzweil reading machine, TTY service or National TTY relay service 13 25 44	Develop a strategy for ensuring that staff can use these resources when they need to.	At least annually.	Community Worker – Services for Older People & Reader Services Librarian
Access Committee meetings	Provide Auslan interpreter for Access Committee meetings when required. Custom-print minutes in large print for sight impaired members and inform about Kurzweil Reading Machine in Library.	Current practice – ongoing	Community Worker – Services for Older People

2.4 Direct Services for people with a disability

We will promote individual and community well-being through the direct provision of human services for people with a disability.

We provide a direct service for people with mild intellectual disability:

- supported accommodation and living skills training through the Waverley Community Living Project
- living skills training for people living in their own homes through the Home Education Service

In response to identified need we purchasing a property for the setting up of Junction House and we provide ongoing funding and support. This community-based service is a social and recreational centre for people with intellectual disability.

We also provide:

- Library Services for people with disabilities
- the Home Library Service
- Meals on Wheels and shopping service
- Seniors Centre programs for frail older people
- Funding and other support to community organisations providing services for people with a disability
- Places in our child care centres for 25-30 children with additional needs (including children with a disability), and ongoing support for the children, their families, & staff. This is a unique Waverley Council initiative.
- Waverley SUPS Project to assist children with additional needs in accessing child care, and ongoing support, at all Commonwealth funded child care centres in the Waverley LGA.

Table A/2.4 Direct Services for people with a disability

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
People with an intellectual disability need supported accommodation and training in living skills.	Provide the Waverley Community Living Project and Home Education Service.	Current practice - ongoing	Community Services Manager
People with disabilities need access to Library services	<p>For people with vision impairment provide a range of access services including Kurzweil Reading Machine, large print books, audio cassettes and players.</p> <p>Provide regular children's story time sessions for children from Wairoa School.</p> <p>Provide the Home Library service for housebound people.</p> <p>Facilitate access to the <i>public access IT equipment and software</i> for people with disabilities.</p> <p>Provide exhibition display space to disability organisations.</p> <p>Maintain, update and publicise the library's resource collection on disability issues.</p>	<p>Current practice – ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Reader Services Librarian</p> <p>Children's librarian</p> <p>Reader Services Librarian</p> <p>Manager Library</p> <p>Manager Library</p> <p>Manager Library</p>
Frail older people, younger people with disabilities and their carers need meals delivered or help with shopping	Provide Meals on Wheels and a shopping service.	Current practice - ongoing	Community Services Manager
Frail older people need social contact and activities	Provide suitable activities at the Seniors Centre and transport for frail older people.	Current practice - ongoing	Community Services Manager Coordinator
Children with disabilities need access to child care	<p>Provide places in Council's child care centres for 25-30 children with disabilities.</p> <p>Provide support to other child care centres in the area through the 'SUPS' project.</p>	Current practice - ongoing	Community Services Manager
The need for practical and social support	Provide funding and infrastructure support to community organisations serving people with a disability.	Current practice - ongoing	Community Services Manager

3 Transport & Parking

Consultations with people with disability and frail older people have consistently identified transport and parking as major issues.

Strategies within Council's direct control are listed here.

Strategies outside Council's direct control are included in *Section C: Influence*.

(graphic here)

3.1 Transport

We will continue to provide, both directly and through funding assistance, community transport that is accessible for people with a disability.

Action Plan – table A/3.1 Transport

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Frail older people and younger people with a disability need transport to services	Provide a wheelchair accessible community transport bus. Provide funding and other support to the local Community Transport organisation to operate the wheelchair accessible community transport bus and individual transport.	Current practice - ongoing	Community Services Manager

3.2 Parking

We will strictly enforce regulations concerning parking on footpaths and illegal use of disabled persons' spaces.

We will provide adequate, practical and affordable parking spaces for people with disabilities.

The Physical Disability Council of NSW has outlined, in their Position Papers '99, some key issues concerning parking; this is reprinted in part below because it is an issue consistently raised by the Access Committee. The full extract is in the Appendix.

Extract from POSITION PAPERS '99 – Physical Disability Council of NSW Inc (PCDN) page 19-20

There are not enough designated disability spaces available at shopping centres, business and entertainment locations, or at shopping malls– of either the narrow or wide bay type.

Designated spots are often too narrow with insufficient room for a person with a physical disability to alight (ie. full door opening plus sufficient circulation space).

The location of parking spaces is especially critical for people with physical disabilities who use manual wheelchairs and ambulant people using crutches for whom distance is a problem.

There is widespread inappropriate use of parking authorities by family members independently of the person with the disability, and within extended families. This is partly because of inadequate policing of their use.

Parking authorities are issued too easily to people who are older, but who have no difficulty walking the distance required in shopping centres.

Action Plan - table A 3.2 Parking

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Illegal use of disabled persons parking spaces.	Require regulatory officers to impose the maximum fine, with no discretion, for illegal use of disabled persons parking spaces. Monitor the number of fines for such infringements and report to Council.	Current practice – ongoing Monthly	Manager Parking Services
Provision of disability parking spaces: <ul style="list-style-type: none"> • outside the residence of an individual with a disability • in public car parks or shopping centres 	Respond to individual requests Refer to the Traffic Committee requests for an additional disability parking space in a public carpark or shopping centre.	Current practice & ongoing Current practice & ongoing	Manager Parking Services Manager Parking Services
Location of disabled parking spaces in car parks	<i>New spaces:</i> consider width and proximity to entrance <i>Existing spaces:</i> re-consider their location in regard to width and proximity to entrance.	Ongoing	Manager Parking Services
Design of disabled parking spaces	Ensure the disability parking standard AS 2860.5 1993 is known and applied.	Current practice & ongoing	Manager Parking Services
Need for integrated planning for provision of disability parking	In planning for disability parking provision, refer to map indicating location of disability parking spaces in the area – both in public car parks and on the street. Regularly update the information on the map.	Ongoing At least annually	Manager Infrastructure Manager Parking Services
Parking of cars on footpaths	Enforcement: <ul style="list-style-type: none"> • Fine offenders on the spot • Respond to complaint from an individual by issuing fine 	Ongoing	Manager Health & Ranger Services

4 *Employment*

We are committed to the establishment and maintenance of a non-discriminatory work environment, free of discrimination on the basis of sex, pregnancy, marital status, race, nationality, age, sexual preference, homosexuality, transgender, medical record, impairment, disability, colour, social origin, criminal record, religion, ethno-religion, union activity, political opinion, political belief, or carers' responsibilities.

We will develop and implement programs and policies to actively support staff with a disability.

Council's Equal Employment Opportunity (EEO) Management Plan is to be read in conjunction with this document. It states that:

Waverley Council is an equal employment opportunity employer. This means we make sure that every job applicant and employee gets a fair go. People's sex, marital status, pregnancy, race, age, disability, homosexuality or transgender (trans-sexuality) make no difference to us. What matters to us is that is that the person is the best person for the job, and that they do a good job. Our recruitment and selection process is based on merit. We will give every employee fair access to all workplace opportunities and benefits. We encourage every employee to make full use of their particular skills and abilities.

B Development Control

Council has produced a Development Control Plan no. 26 (Access for People with Disabilities) to ensure that builders, developers and others provide access for people with disabilities in new and refurbished premises as required by the Disability Discrimination Act 1992. The current Building Code of Australia is not sufficient to ensure this.

Action Plan – Table B – Development Control

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Staff resources	Provide training for Health & Building Surveyors re the Access DCP. Training to include not only building requirements but also the nature of disabilities, the problems faced by people with disabilities, and the benefits of improving access.	Ongoing	Manager, Building & Development
Staff resources	As part of the approval process the disability access component of development applications for new or major renovations to public and commercial buildings to be sighted by Council's Access Committee to enable their input.	Ongoing	Manager, Building & Development
Informing builders & developers about the DDA	As part of the approval process include the leaflet <i>Information for Owners Builders & Developers</i> with development application forms; require written acknowledgement from the builder.	Ongoing	Manager, Building & Development
Access to shops and other commercial buildings from the footpath	Ensure that builders provide level access to main entry of premises from footpaths. This applies in the case of major structural alterations to a building or significant change in usage as well as in new buildings.	Ongoing	Manager, Building & Development

C Influence

We will work in partnership with other authorities and the community to achieve a more accessible locality.

We will raise the profile of disability needs and access issues within Council, the local community and appropriate authorities and recommend appropriate action in response to access needs as they are identified.

Council works in cooperation with other Councils, particularly through the Southern Sydney Regional Organisation of Councils (SSROC) Access Forum, and the Local Government & Shires Associations (LGSA) to lobby for change and educate the community.

The Disability Access Committee lobbies for change as issues arise.

Council's *Community Worker – Services for Older People* has responsibility for resourcing the Disability Access Committee.

Action Plan – table C Influence

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Shop entrance & footpath “grey area” – lack of Council power	Council to seek to change State legislation with respect to shop renovations to give power to Council.	Ongoing	Community Worker – Services for Older People with the Access Committee
Builders & developers lack information on best practice	Council to seek ways to work through SSROC, LGSA, Schools of Architecture & private building information services to set up best-practice models and photos which architects and builders can follow for ideas.	Ongoing	Community Worker – Services for Older People with the Access Committee

Action Plan – table C Influence (continued)

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Lack of knowledge about Adaptable Housing – hence high cost of later modifying a house to make it accessible.	Educate the community about the Adaptable Housing Standard AS4299-1995 and the concept, main features and advantages of Adaptable Housing.	Ongoing	Community Worker – Services for Older People with the Access Committee
Audio signals in lifts	Through SSROC, LGSA, & other organisations lobby the lift manufacturers to make audio signals a standard feature.	Ongoing	Community Worker – Services for Older People with the Access Committee
Educate the community about the Disability Discrimination Act (DDA) and disability issues generally	<p>Support the International Day of Disabled Persons.</p> <p>Offer an Access Award to businesses that provide accessible premises beyond the minimum required.</p> <p>Leaflets about the DDA to be placed at all Council facilities including Council, Bondi Pavilion and libraries.</p> <p>Place information on Council's Internet Web page.</p>	<p>Current practice</p> <p>Annually</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Community Worker – Services for Older People with the Access Committee</p> <p>Community Worker – Services for Older People with the Access Committee</p> <p>Community Worker – Services for Older People</p>
Disability resources in the Library are not sufficiently well known	<p>Promote disability resources available at the Library through displays and publication of select lists</p> <p>Expand these resources in line with Library Collection Management Policy</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Reader Services Librarian</p> <p>Manager Library</p>
Need a transport network that is accessible, cost effective and reliable.	Work with Local Govt & Shires Associations (LGSA) on lobbying and integrated planning.	Ongoing	Manager Strategic Planning
Unreliable service from wheelchair accessible taxis	Work with SSROC and peak disability groups to lobby for reliable service.	Ongoing	Community Worker – Services for Older People with the Access Committee

Implementation and Monitoring

We will resource and support the Access Committee to monitor the implementation of the Access Policy and Action Plan.

Action Plan - Table D Implementation & Monitoring

ISSUE	STRATEGY	TIMING	RESPONSIBILITY
Communicate the action plan within each department	Each department will nominate a liaison person to liaise with the Access Committee and attend meetings when required. In each department run targeted disability awareness sessions	Ongoing Once each year.	Director of each Department or departmental representative Senior HR Officer
Integrated planning	Incorporate this Disability Action Plan & Access Policy into departmental plans and the annual Management Plan	February each year	Director of each Department and Managers
Budget process	Consider budget implications of this plan early in budget planning process.	July - October each year	Director of each Department
Annual monitoring	Director of each department will attend one Access Committee meeting per year to report on the implementation of the plan within their department.	August – February each year	Director of each Department
Review and update this Action Plan	Update the Action Plan annually as part of management planning cycle. Review & update the entire Disability Action Plan & Access Policy every five years.	Annually 2004	Director of each Department and L&CS Community Worker

Communicating this policy within Council

In the process of developing this plan there were face-to-face interviews with each staff person whose position is listed in the plan. The interviews varied from an hour or two, identifying broad issues and strategies, to a five-minute check concerning a specific strategy or time-frame. The Action Plan working group consisted of at least one representative from each department of Council:

<i>Corporate & Technical Services:</i>	Manager Infrastructure
	Property Manager
<i>Planning & Environmental Services</i>	Manager Devt/Building Control
	Manager Strategic Planning &/or
	Strategic Town Planner Traffic & Transport
<i>Public Works & Services</i>	Maintenance & Construction Manager
<i>Beach, Park & Recreation Services</i>	Landscape Architect
<i>Library & Community Services</i>	Community Worker for Older People

The General Manager and the Director of each Department were fully briefed and indicated a commitment to integrate this plan into the annual management planning process.

In the process of updating the plan during 2001, further interviews took place with each staff person whose position is listed in the plan, as well as the Director of each Department.

The monthly Access Committee minutes are emailed to 24 staff and the 12 Councillors, thus keeping them informed of the progress of the Action Plan.

As indicated in the table opposite, each department nominates a representative to liaise with the Access Committee concerning communication and implementation of this Disability Action Plan & Access Policy within their own department. This person also attends Access Committee meetings when required.

Information concerning the Disability Action Plan & Access Policy is occasionally communicated to all staff through the staff newsletter "Pipeline".

Copies of the Disability Action Plan & Access Policy are distributed to Managers and to all staff with responsibilities identified in the plan. It is available to staff electronically through Controlled Documents, and to the public through Council's website www.waverley.nsw.gov.au

Implementation - staff responsible

General Manager's Office

General Manager Kim Anson Implementation & Monitoring page 46

Beach, Park & Recreation Services

Director Geoff Reinhard Implementation & Monitoring page 46
Clifftop Walk p27
Landscape Architect Camille Kelly A/1.4 Parks p26-28, A/1.5 Signage p29
Parks Manager vacant A/1.4 Parks p26-28, A/1.5 Signage p29
Tree Operations Supervisor Paul Morse A/1.3 Trees & shrubs p25
Parks Operations Supervisor Scott Ingwersen A/1.4 Parks (ii) local parks p28

Corporate & Technical Services

Director Bronwyn Kelly Implementation & Monitoring page 46
Manager Infrastructure Robert Esdaile A/1.2 Footpaths p23-4
A/1.5 Signage p29
A/3.2 planning for disability parking p41
A/3.2 Parking p40-1
Manager, Parking Services Karen Sydenham A/1.1 Council Buildings & Facilities p20-22
Property Manager Greg Worner
Manager, Admin/Info Services Rob Hogan A/1.5 Signage p29, A/2.2 Information p32-3
A/2.3 Communication p34-5
Manager, Customer Service A/2.1 Customer Service p30-1
Manager, Employee Services Catherine Balaam A/2.3 Communication p34-5
A/4 Employment p42
Senior HR Officer Matina Psaltis/Joanna Mantziaris A/2.1 Customer Service p30-1
A/2.3 Communication p34-5
Table D Implementation p46
Community Liaison Coordinator Kim Box A/2.1 Customer Service p30-1
A/2.3 Communication p34-5

Library & Community Services

Director Meredith Wallace Implementation & Monitoring page 46
Manager, Community Services Vanessa Chan (Acting) A/2.4 Direct Services p36-7
A/3.1 Transport p39
Manager, Systems & Admin Roniet Meyerthal A/1.5 Signage p29, A/2.2 Information p32-3
Manager, Library Denis Moore A/2.2 Information p32-3
A/2.4 Direct Services p36-7
C Influence p44-5
Reader Services Librarian Diana Brown, John Royle A/2.4 Direct Services p36-7
C Influence p44-5
Children's Librarian Cathy Symonds A/2.4 Direct Services p36-7
Community Worker, older people Mary Stringer A/2.2 Information p32-3, A/2.3 Communic. p34-5
C Influence p44-5, D Review & update p46

Planning & Environmental Services

Director Bill Gawne Implementation & Monitoring page 46
Manager, Devt & Building Control Peter Brennan B Development Control p 43
Manager, Health & Ranger Serv. Brian O'Leary A/3.2 Parking p40-1; A/1.2 footpaths p24
Manager Strategic Planning Nicholas Salerni C Influence p45

Public Works & Services

Director Paul Anderson Implementation & Monitoring page 46
A/1.1 Council buildings (Westfield Devt) p22

Bondi Junction Town Centre Manager upgrade) p22		George Bramis	A/1.1 (Bondi Jn
Capital Works Manager	Keith Gordon		A/1.1 Council Buildings & Facilities p 20-22
Project Managers	Andrew Paris and others		A/1.1 Council Buildings & Facilities p 20-22
Field Supervisor - Restorations	Steve Pracy		A/1.3 Trees & Shrubs p25
Waste Service Manager	Les Simons		A/2.1 Customer Service p30-1
Waste Services Field Controller	Michael McMahon		A/2.1 Customer Service p30-1

SECTION III

APPENDIX

Definitions & Acronyms

Acronyms

ABS	Australian Bureau of Statistics
BCA	Building Code of Australia
DDA	Disability Discrimination Act 1992 (Commonwealth)
HREOC	Human Rights & Equal Opportunity Commission
LGSA	Local Government & Shires Associations
PCDN	Physical Disability Council of NSW
SSROC	Southern Sydney Regional Organisation of Councils

Accessible means having features to permit use by people with disabilities.

Public building: a building which the public may enter or use. Such a building may be owned by Council, a government body, a non-government organisation or a private business.

Premises includes not only buildings but also anything in the built environment including car parks, sports fields, parks and pathways.

Place of refuge means a place which offers protection from a fire hazard for people with disabilities while awaiting assistance to evacuate.

Disability: Disability statistics are based on the ABS definition of disability as the presence of one or more of the below limitations, restrictions or impairments which had lasted, or were likely to last, for a period of 6 months or more:

- loss of sight (even when wearing glasses or contact lenses)
- loss of hearing
- speech difficulties in native languages
- blackouts, fits or loss of consciousness
- slowness at learning or understanding
- incomplete use of arms or fingers
- difficulty gripping or holding small objects
- incomplete use of feet or legs
- treatment for nerves or an emotional condition
- restriction in physical activities or in doing physical work
- disfigurement or deformity
- long-term effects of head injury, stroke or any other brain damage
- a mental illness requiring help or supervision
- treatment or medication for a long-term condition or ailment and still restricted
- any other long-term condition resulting in a restriction.

Buildings owned by Council

Council Services

Council Chambers - Bondi Road Bondi Junction
Mill Hill Community Centre - 31-33 Spring St Bondi Junction
Library – cnr Denison Rd & Ebley St Bondi Junction
Council Depot - 97-115 Portman St Waterloo
Branch Depot - 3A Blair St Waverley
Waverley Works - 28-30 Ebley St Bondi Junction
Waverley Child Care Centre - Ebley St Bondi Junction
Bronte Child Care Centre - 44 St Thomas St Bondi Junction
Gardiner Child Care Centre - 6 Gardiner St Bondi Junction
Family Day Care Centre - 25 Ebley St Bondi Junction

Cemetery Buildings

Waverley – St Thomas St Bronte; South Head - New South Head Rd

Parks & Reserves: Bronte Park Pavilion, Waverley Park Pavilion, Thomas Hogan Reserve Bldg; Kimberley Reserve Bldg; Hugh Bamford Reserve Bldg; Marks Park Bldg; Tamarama Kiosk. Toilet Blocks at Bondi Park, Tamarama Beach and Waverley Park.

Aged Residential: 141 Bronte Road Waverley, 17-23 Victoria St Waverley, 2A Edmund St Waverley, 91-93 O'Brien St Bondi.

Community-managed Centres

Grace Child Care Centre - Newland St Bondi Junction
Kindamindi Child Care Co-op - 1 Illawong Ave Bondi
Early Childhood Centre - Newland St Bondi Junction
Early Childhood Centre & Playgroup - Wairoa Ave Bondi.
Junction House Community Centre - 95 Carrington Rd Charing Cross
ESHRA (Eastern Suburbs Rental Housing Assoc.) - 74 Newland St Bondi Jn
WAYS Youth Centre - 63A Wairoa Ave Bondi
Bondi Beach Cottage Community Centre - 42 Brighton Boulevard Bondi
Boot Factory Community Centre - 27-29 Spring St Bondi Junction
School Of Arts - 138 Bondi Rd Bondi

State Emergency Services: 158 Carrington Rd Queens Park

Surf Clubs: North Bondi, Bondi, Tamarama, Bronte.

Other Sporting: Bondi Golf Club; Fishing Club - Ben Buckler

Carparks: Bondi Beach; Hollywood Ave Bondi Junction; Ebley St Bondi Junction; Denison St Bondi Junction; Watson St Bondi Junction

Commercial buildings: Units 6-8/2A Burrows Rd Alexandria; 276-278 Bronte Rd Bondi Junction; 55 Spring St Bondi Junction; 14-26 and 65 Ebley St Bondi Junction.

Advisory Notes on Access to Premises (HREOC) - Summary

Premises includes the whole of the built environment including pathways, carpark, parks & transport systems.

Premises and facilities

In order to make premises accessible to all users, including people with disabilities, need to ensure that:

- there is a **continuous accessible path of travel** connecting all parts of premises and facilities to which the public has a right of access.
- **carparks** are accessible to and usable by all users, including people with disabilities.
- **the public entrance** to premises is accessible to all users, including people with disabilities.
- **ramps** are safe and convenient for all users.
- where there is only one **toilet** on premises it shall be suitable for use by people with disabilities.
- **ground and floor surfaces** on premises are safe and traversable by all users, including people with disabilities.
- **a hearing augmentation system** is available in all premises where sound amplification is provided or public announcements made.
- all users, including people with disabilities, are able to access and use any **controls** used by the public, such as door handles, power switches, card slots, key pads and buttons.

Advisory Notes on Access to Premises (cont)

- all users are able to access and use **built-in furniture and fitments** such as reception counters, public telephones, drinking fountains, tea and coffee making facilities, reading and writing surfaces, bus shelters, built-in computerised information systems, library shelves, public BBQs, tables and seating, refuse receptacles.
- **signs and symbols** are designed to effectively inform all users, including people with disabilities.
- a hearing augmentation system and a visual communication system supplement public address systems.
- all users, including people with disabilities, are provided with a means of **emergency escape** from premises to a place of safety.
- **warnings and alarms** are designed to alert and inform all users, including people with disabilities.
- facilities are effectively **managed and maintained** to avoid discriminatory barriers arising by default ^B for example, accessible toilets being used as storage areas, locking of accessible toilets, gradual deterioration of lighting levels, allowing shrubs beside pathways to become overgrown or signage to deteriorate.
- people with **chemical sensitivity** are able to access buildings and facilities. This will be ensured by minimising use of air fresheners and pesticides, provision of adequate ventilation, and careful selection of cleaning and maintenance chemicals.

Reference: *Advisory notes on access to premises*, Human Rights and Equal Opportunity Commission, June 1997 as amended March 1998. Latest update available on HREOC website at <http://www.hreoc.gov.au/disabil/access.htm>

Parking

Extract from POSITION PAPERS '99 – Physical Disability Council of NSW Inc (PCDN) page 19-20

There are not enough designated disability spaces available at shopping centres, business and entertainment locations, or at shopping malls – of either the narrow or wide bay type.

Designated spots are often too narrow with insufficient room for a person with a physical disability to alight (ie full door opening plus sufficient circulation space).

The location of parking spaces is especially critical for people with physical disabilities who use manual wheelchairs and ambulant people using crutches for whom distance is a problem.

There is widespread inappropriate use of parking authorities by family members independently of the person with the disability, and within extended families.

This is partly because of inadequate policing of their use.

Parking authorities are issued too easily to people who are older, but who have no difficulty walking the distance required in shopping centres.

Parking - Extract from POSITION PAPERS '99 – Physical Disability Council of NSW Inc (PCDN) page 19-20 (cont)

Physical Disability Council of NSW calls on:

STATE GOVERNMENT

The NSW Roads and Traffic Authority, **Local Government** and Shopping Centre Proprietors to:

- allocate 3 per cent of the first 500 parking spaces as wide-bay spaces; 2 per cent of the next 500 spaces as wide-bay; and 1 per cent of spaces above 1000 as wide-bay.
- increase the number of parking spaces for people with disabilities at transport interchanges and other transport pick-up points;
- adequately police disability parking spaces and apply appropriate penalties for misuse;
- regularly audit doctors' reports and approvals of parking authorities;
- ensure that the design and location of disability parking spaces comply with the relevant Standards – AS2890.1 for off-street parking and AS2890.5 for on-street parking.

The NSW Minister for Transport to:

- tighten eligibility criteria for parking authorities;
- police and penalize misuse of parking authorities;
- educate doctors to ensure that parking authorities are issued only to people who genuinely require special parking authorities;
- ensure that both issuers and recipients recognize the rights and responsibilities of parking authorities.

STATE AND COMMONWEALTH GOVERNMENT

- The Commonwealth and State Ministers of Transport to agree to reciprocally recognise parking authorities in all states and territories.

Statistics

Australian Bureau of Statistics (ABS)

Disability, Ageing and Carers: Summary of Findings 1998 - 4430.0

Disability, Ageing and Carers, Summary Tables New South Wales 1998 4430.1.40.001

The above documents present a summary of results from the Survey of Disability, Ageing and Carers conducted by the ABS throughout Australia from 16 March to 29 May 1998. This was the first such survey since the oft-quoted 1993 survey.

The summary document states that **self-care, mobility and communication** are fundamentally important activities underlying all aspects of everyday life and that 15% of the total population in Australia were restricted in one or more of these **core activities**.

6.1% of the NSW population with *profound or severe* core activity restrictions, that is - unable to perform a core activity (self-care, mobility and communication) or always needing assistance

3.5% of the NSW population with *moderate* core activity restrictions, that is – not needing assistance, but having difficulty performing a core activity

5.8% of the NSW population with *mild* core activity restrictions, that is – having no difficulty performing a core activity, but using aids or equipment because of disability.

This means that 15.4% of the NSW population experience core activity restrictions. 47% of these people also experience restrictions in schooling or employment.

A further 1.5% of the population do not experience core activity restrictions but do experience restrictions in schooling or employment.

This makes a total of 16.9% of the population who experience specific restrictions.

A further 2.4% of the NSW population have a disability (see p49 for ABS definition) but without the above specific restrictions.

Thus a total of 19.3% of the population have a disability – 1.2 million people in NSW (the rate is the same for NSW and Australia). This rate has increased significantly since the first disability survey in 1981.

Disability is closely related to age, with 84% of people aged 85 and over experiencing a disability.

References and Resources

The first four references listed below were particularly useful. In some instances the wording in Section I of this plan may be a direct quote or paraphrase:

Profile and Forward Plan of Community Needs – 1994 Waverley Council, ch 4-6.

Right of Access: a guide to developing action plans and improving access for people with disabilities, Villamanta, 1997 Geelong, Vic. A manual for developing an action plan in line with the Disability Discrimination Act; contains detailed Access Audit Checklists which are provided on a computer disk as well. Obtainable from Villamanta Publishing Service phone (03) 5229 2029, fax (03) 5222 5399

Disability Discrimination Act: A Guide to Best Practice in Local Government, Australian Local Government Association (1994)

Disability Discrimination Act Action Plans: A Guide for Local Government
Australian Local Government Association (1995)

Access Ability: Disability Access Resource Manual, Local Government and Shires Associations of NSW (1991)

Access to Heritage Buildings for People with Disabilities prepared by Eric Martin of Cox Architects and Planners, 22 Jardine St Kingston ACT 2604 (phone: 02 6239 6255). The report was funded by the Australian Heritage Commission and sponsored by ACROD.

Advisory Notes on Access to Premises, Human Rights and Equal Opportunity Commission 1997, amended March 1998. Available in standard print, large print and on computer disk. Ph 02 9284 9761, fax 02 9284 9789, TTY 1800 620241

www.hreoc.gov.au/disabil/access.htm

A guide for making a Mobility Map, produced by Disability Division of the Local Government Community Services Association (LGCSA), published jointly by Local

Government and Shires Associations of NSW and Ettinger House Inc, Sydney 1996.

References and Resources (continued)

Commonwealth Disability Strategy: Better Physical Access – Open Minds, Open Doors – a guide for members of the Australian Public Service – obtained from I.D.E.A.S. Inc phone 1800 029 904

Evaluation of environmental hazards in Randwick shopping area which may predispose older people to a fall, conducted by post-graduate students of the school of medical education and WHO training centre, University of New South Wales Eastern Sydney Area Health Service (1990).

NSW Government Disability Framework, Ageing & Disability Dept & NSW Health
Phone: (02) 9364 6961 TTY: (02) 9367 6868 Fax: (02) 9367 6830

Position Papers '99 Physical Disability Council New South Wales, Sydney 1998 1800 688 831. <http://www.pdcnsw.org.au/pospap99.htm>

Rockdale City Council DDA Action Plan

Leichhardt Council DDA Action Plan

Useful Contacts

Human Rights & Equal Opportunity Commission

GPO Box 5218, Sydney NSW 1042

Phone: (02) 9284 9600 Fax: (02) 9284 9611 Website: www.humanrights.gov.au

For all matters related to the (Commonwealth) Disability Discrimination Act 1992.

Anti-Discrimination Board of NSW

Phone 9318 5400 (general) 9318 5444 (advice on discrimination) fax 9310 2235

Freecall 1800 670 812 TTY 9310 2376. For all matters related to the NSW Anti-Discrimination Act.

NSW Disability Discrimination Legal Centre

1-5 Meeks Street, Kingsford NSW 2032

Phone: (02) 9313 6000 Fax: (02) 9662 1364 TTY (02) 9313 7190

Local Government and Shires Associations of NSW (LGSA)

GPO Box 7003 Sydney NSW 2001

Phone: (02) 9242 4000 Fax (02) 9242 4111

LGSA produce a Disability Bulletin to provide council with information about current development in relation to disability issues, with particular reference to the impact on Local Government of the Commonwealth *Disability Discrimination Act 1992*

ACROD (Australian Council for Rehabilitation of Disabled)

55 Charles Street, Ryde NSW 2112

Australian Quadriplegic Association (AQA)

Phone: (02) 9661 8855 (outside Sydney 1800 819 9598) Fax: (02) 9661 9598

www.aqa.org.au/~aqa

Physical Disability Council of New South Wales Inc

Phone: 1800 688 831 E-mail: pdcnsw@pdcnsw.org.au

DiRC (Disability Information & Referral Centre) – Eastern Sydney Inc

Ph 9375 1444 Fax 9375 1446 Comprehensive information on services available to people with any type of disability in Eastern Sydney.

I.D.E.A.S. (Information Disability Equipment Access Services) Inc

Phone (02) 6947 3377 Fax (02) 6947 3723 TTY either number.

Can supply information on equipment, services, suppliers for accommodation, employment, recreation, communication, travel, education, daily living, transport and library. Website: www.ideas.org.au

Other useful web sites (in addition to those listed above)

Australian Bureau of Statistics (ABS) www.abs.gov.au email: client.services@abs.gov.au

Aust. Building Codes Board www.dist.gov.au/pubs/reports/abcb/accind.html – access

Ageing & Disability Dept www.add.nsw.gov.au - NSW Govt Disability Framework

Commonwealth Department of Family & Community Services – Office of Disability
www.health.gov.au/ood

