

Date 12<sup>TH</sup> May, 2015

Yvonne Yun

Human Rights and Equal Opportunities Commission  
GPO Box 5218  
SYDNEY NSW

Dear Sir

**STRATHFIELD LGA COMMUNITY ACCESS PLAN 2015-2019**

Please find attached a copy of Council's Community Access Plan which was adopted at its May 2015 meeting.

The new plan was developed prior to the Disability Inclusion Action Plan Guidelines, but has been developed with the DIA. We would ask that the enclosed is accepted as Council's DDA Action Plan.

The plan has been placed on Council's website for general use. It may be viewed at:  
<http://strathfield.nsw.gov.au/home/community/community-access-plan/>

Should you have any queries in regard to this plan, please contact Yvonne Yun on 9748 9912.

Yours faithfully



YVONNE YUN  
MANAGER COMMUNITY SERVICES



# Community Access Plan

2015-2019



## Executive Summary:

The Commonwealth Disability Discrimination Act, 1992, (DDA) renders it unlawful to discriminate against people with disabilities and their companions, and promotes equal opportunity of access for people of all ages and abilities.

In 1999, Strathfield Municipal Council developed a Disability Discrimination Action Plan, under Section 60 of the DDA. That Plan has become outdated as a result of the introduction of the Disability Standards for Accessible Public Transport, 2002; the Disability (Access to Premises – Buildings) Standards, 2010; and the revision of several Australian Standards.

In 2014, Council resolved to develop a new Action Plan and engaged an Access Consultancy, **Accessible Public Domain**, to assist with its development. Council also agreed to name the new Plan a **Community Access Plan**, to reflect the changing nature of disability issues; an increased awareness of the needs of people with disability; and the fact that this Action Plan benefits all sections of the Strathfield Community.

This new Community Access Plan builds on the five broad themes of the Strathfield 2025 Community Strategic Plan –

- Strathfield connections
- Community wellbeing
- Promoting a prosperous Local Government Area
- Balancing sustainable development with enhancement of the natural environment
- Improving infrastructure and Council services

The Community Access Plan also embraces the essential components of Section 61 of the Disability Discrimination Act –

- A review of current practices, policies and programs
- The development of evaluation strategies
- The allocation of responsibilities
- The improvement of communication strategies.

Those components are set out in the four Key Focus Areas of the Access Plan-

**Key Focus Area 1.00:** A corporate approach to Council's responsibilities under the Disability Discrimination Act 1992 and the NSW Disability Inclusion Act, 2014.

**Key Focus Area 2.00:** Council as a Service Provider.

**Key Focus Area 3.00:** Council as a Planning Authority.

**Key Focus Area 4.00:** Council as a responsible citizen

Most of the Items in the four Key Focus Areas require compliance with either the Disability Discrimination Act, 1992, or with the NSW Disability Inclusion Act, 2014.

Some aspirational Items are included to enhance Council's commitment to the Strathfield 2025 Community Strategic Plan.

In August 2014, the New South Wales Government passed the Disability Inclusion Act, which will come into effect in December 2014. That Act requires all State Authorities, including Local Councils, to develop a Disability Inclusion Action Plan.

Whereas the DDA states that, a service provider "may" prepare and implement an action plan; the NSW Disability Inclusion Act states that Councils –

- "Must" develop a Disability Inclusion Action Plan
- The Plan must have input from all sections of the community
- The Plan must be lodged with the Disability Council of NSW
- The Plan must be revised every four years
- Progress of the Plan must be reported in Council's Annual Report
- Progress of the Plan must be reported to the Minister for Disability Services and Ageing

The Disability Discrimination Act requires an organisation to lodge its Action Plan with the Disability Discrimination Commissioner. However, if a DDA Action Plan is implemented before the NSW Disability Inclusion Action Plan requirements are gazetted, then that DDA Action Plan will be accepted by the Disability Council of New South Wales in lieu of a NSW Disability Inclusion Action Plan.



Extensive consultation was undertaken in the development of this Access Plan. All of Council's Management Staff were interviewed by the Consultant and the community was widely consulted through interviews, meetings and public surveys.

It is apparent from those consultations that Council's staff and the wider community require better information about the needs of people with disability so as to reduce the possibility of direct or indirect discriminatory actions or practices.

The public exhibition of this Community Access Plan will not only afford the community the opportunity to gain a better understanding of disability discrimination issues, but will allow the community to submit comments on how the Plan can improve the status of Strathfield Council as an organisation that places high importance on the need to prevent or remove actions or practices that discriminate against people with a disability or their companions.

## **Key Focus Area 1.00: A corporate approach to Council's responsibilities under the Disability Discrimination Act 1992 and the NSW Disability Inclusion Act 2014**

- How does Strathfield Council interpret Disability Discrimination?
- How does Strathfield Council interpret the NSW Disability Inclusion Act 2014?
- Do Council's Plans and Policies reflect a commitment to the prevention and removal of discriminatory practices?
- What internal practices are in place to remove or prevent discriminatory practices?

Item	Issue	Action	Responsibility	Timeline
1.01	Council's commitment to the Disability Discrimination Act 1992	Include a statement of Council's commitment to the Disability Discrimination Act 1992 in all future Plans and Policies that relate to the community	Corporate Strategy Coordinator	Ongoing
1.02	Council's commitment to the NSW Disability Inclusion Act 2014	Include a statement of Council's commitment to the NSW Disability Inclusion Act 2014 in all future Plans and Policies that relate to the community	Corporate Strategy Coordinator	Ongoing
1.03	Availability of Community Access Plan to the Public	The Community Access Plan is to be made available in hard copy and on Council's web site.	Corporate Strategy Coordinator	Ongoing
1.04	Review of Community Access Plan	The Community Access Plan is to be reviewed every four years, in consultation with people with a disability.	General Manager	2019-2020
1.05	Council Annual Report	Include in the Annual Report to Council a statement on the compliance with the Community Access Plan.	Directors	Annually
1.06	Annual Report to the NSW Minister for Disability Services	The progress and implementation of the Community Access Plan is to be reported annually to the NSW Minister for Disability Services	Director, Corporate Services	Annually
1.07	Council's responsibilities to train all officers under the Disability Discrimination Act	Ensure that all Councillors and staff are aware of their responsibilities as Service Providers under the Disability Discrimination Act, to remove and prevent discriminatory practices against people with disability.	Group Manager, Organisational Performance	Ongoing
1.08	Council's responsibilities for all officers under the NSW Disability Inclusion Act	Ensure that all Councillors and staff are aware of their responsibilities as Service Providers under the NSW Disability Inclusion Act, so as to put in place actions that will allow people with disability to participate fully in the local community and access all of Council's supports and services	Group Manager, Organisational Performance	Ongoing

Item	Issue	Action	Responsibility	Timeline
1.09	Employee responsibilities	Include employee responsibilities under the Disability Discrimination Act and the NSW Disability Inclusion Act in Council's Employee Handbook.	Group Manager, Organisational Performance	Ongoing
1.10	New Employees	Ensure new employees are instructed in Council's requirements under the Disability Discrimination Act and the NSW Disability Inclusion Act; and that they are provided with a copy of Council's Employee Handbook	Group Manager, Organisational Performance	Ongoing
1.11	Contractors and Volunteers	Ensure that all Contractors and Volunteers are made aware of Council's commitment to the Disability Discrimination Act and the NSW Disability Inclusion Act; and that all contractors provide written confirmation of their commitment to the DDA and the DIA	Director Corporate Services	Ongoing
1.12	Disability Access Committee	Establish a Disability Access Committee as an advisory committee to Council on current disability issues and in-put to Council's future Disability Inclusion Action Plans.	Director Corporate Services	2017
1.13	Disability Standards for Accessible Public Transport, 2002	Ensure Council complies with the timeline set for the provision of fully accessible Bus Stops	Director, Operations	2015-2022
1.14	Lodgement of the Community Access Plan with the Australian Disability Discrimination Commission	Upon adoption by Council the Community Access Plan is to be lodged with the Australian Disability Discrimination Commission for the duration of the Plans, tenure, 2015-2019	Manager Community Services	2015
1.15	Lodgement of the Community Access Plan with the Disability Council of NSW	Upon adoption by Council the Community Access Plan is to be lodged with the NSW Disability Council for the duration of the Plans, tenure, 2015-2019	Manager Community Services	2015



## Key Focus Area 2.00: Council as a Service Provider

- Do Council's services remove or prevent discriminatory practices?
- Are Council's services and facilities available to people of all ages, abilities and cultures?
- Do Council's services reflect cultural diversity?
- Are People with Disability consulted in the development of Plans and Policies?
- Does the Community Access Plan support the NSW Disability Inclusion Plan?

Item	Issue	Action	Responsibility	Timeline
2.01	Council premises and facilities	Audit all of Council's premises and facilities to determine what works are required to bring them into line with the Disability (Access to Premises – Buildings) Standards, 2010	Director, Technical Services	2015-2020
2.02	Accessible Information	<p>Provided up-to-date information in alternative formats for people with various forms of disability.</p> <ul style="list-style-type: none"> <li>• Use universally accepted iconography in signage, advertising and printed matter</li> <li>• Provide access to the National Relay Service</li> </ul>	Group Manager, Organisational Performance	Ongoing
2.03	Staff Training in Disability Issues	Provide Access Awareness training for existing staff; and for new staff as part of their introduction to employment with Council, in the use of the National Relay Service and assistance for people with disabilities such as dementia or vision impairment	Group Manager, Organisational Performance	Ongoing
2.04	Council's Website	Ensure Council's website complies with the current Australian Government-endorsed Web Content Accessibility Guidelines	Group Manager, Organisational Performance	2017
2.05	Location of Public Toilets	<p>Provide an on-line location list of toilets within the Strathfield LGA.</p> <p>Identify those toilets that are compliant with AS1428.1 (2009).</p> <p>Identify MLAK-controlled toilet sites within the Strathfield LGA</p> <p>Ensure that information provided to the National Public Toilet Map indicates which of Council's public toilets fully comply with Australian Standards, and those for which assistance is required.</p> <p>Provide a link to the National Public Toilet Map on Council's web site.</p>	Director, Operations	2015-2016
2.06	DAISI Website	Provide a link on Council's website to the Disability and Aged Information Service Inc. (DAISI) website	Director, Corporate Services	2015
2.07	Assistive Hearing Facilities	Ensure that assistive listening systems are available in the Customer Service area and in all Council meeting places and libraries	Director, Technical Services	2015-2016

Item	Issue	Action	Responsibility	Timeline
2.08	Wheelchair Accessible Counters	Ensure that compliant wheelchair accessible counters and tables are provided in Libraries and in consultation and meeting venues	Director, Technical Services	2015-2016
2.09	Community Planning Consultations	Ensure that people with disabilities are included in any planning consultations regarding proposed community plans by advice to Disability Organisations and via Council's usual information outlets	Director Corporate Services	Ongoing
2.10	Community Event Access	Develop Access Plans for all community Events, to include physical access, parking and toilet arrangements	Director, Corporate Services	Ongoing
2.11	Community Event Participation	<p>Ensure that Disability Groups are advised of up-coming community events; and that they are advised of any potential barriers to participation, so that alternate arrangements can be made by the attendees.</p> <p>Provide activities for people with disability, e.g. photographing, cataloguing or planting of seedlings in raised planters on Plant a Tree Day</p>	Director, Corporate Services	Ongoing
2.12	Council's Mobility Maps	Up-date Council's Mobility Maps to reflect current Standards	Manager Community Services	Ongoing
2.13	Tree Trimming	<p>For the benefit of people who are blind or deaf and blind ensure that street trees and trees on private property are trimmed to maintain a vertical clearance of at least 2000 mm above the footway level to the underside of the canopy; and that they do not cast a shadow from street lighting.</p> <p>Ensure that trees provide vertical clearance of at least 2400 mm above a cycle path, to comply with the NSW Roads and Maritime Services Guidelines.</p>	Director, Operations	Ongoing
2.14	Access Awards	Investigate the feasibility of introducing Access Awards within the Annual Business Awards Program, for local businesses, organisations or individuals who introduce access facilities that comply with Australian Standards.	Director, Corporate Services	2015-2018
2.15	Library Services	<p>Ensure that all services and facilities provided for visitors to the libraries are made equally available to everyone.</p> <p>Provide up-to-date assistive technology for physical use of computers, and for on-line searches. Ensure websites available through libraries comply with current Australian Government-endorsed Web Content Accessibility Guidelines</p>	Director, Operations	Ongoing
2.16	Disabled Persons Parking Scheme	Consult with the NSW Roads and Maritime Services on the management the Disability Parking Permit Scheme	Director, Corporate Services	Ongoing



Item	Issue	Action	Responsibility	Timeline
2.17	After-hours Library Chute	Ensure that wheelchair accessibility to the after hours chute complies with the Standards	Director, Operations	2016
2.18	Outdoor Dining	Ensure Outdoor Dining Policy enables safe passage past the leased area for people with disability, including people who use a wheelchair and people who are blind or deaf and blind.	Corporate Strategy Coordinator	2015-2016

### Key Focus Area 3.00: Council as a Planning Authority

- Do Council's Planning Procedures and Standards remove or prevent discriminatory practices?
- Do Council's Planning Procedures and Standards incorporate current Australian Standards and Best Practice?
- Do Council's Planning Procedures and Standards reduce the possibility of Unjustifiable Hardship claims?

Item	Issue	Action	Responsibility	Timeline
3.01	Planning policies	As part of the review process for existing policies that impact on the community ensure that they do not discriminate against people with disability	Director, Technical Services	2015-2016
3.02	Development Applications for multi-unit developments	Include in Development Application Procedures a requirement for Applications for multi-unit developments to include an Access Plan produced by an Accredited Access Consultant that outlines how the proposed development complies with the Disability Discrimination Act, 1992; the Disability (Access to Premises – Buildings) Standards, 2010; the Building Code of Australia; and the NSW Disability Inclusion Act	Director, Technical Services	Ongoing
3.03	Unjustifiable Hardship	Ensure that issues which could give rise to an Unjustifiable Hardship claim, resulting from the need to provide accessible facilities, are resolved at the pre-DA stage	Director, Technical Services	Ongoing
3.04	Council developments	Ensure that the design of all new Council facilities complies with the Disability (Access to Premises – Buildings) Standards, 2010; and the NSW Disability Inclusion Act	Director, Technical Services	Ongoing
3.05	Bus Stops	Ensure that all new Bus Stops comply with the Disability Standards for Accessible Public Transport, 2002  Survey existing Bus Stops within the Strathfield LGA to determine the works required to meet the criteria of the Standards  Ensure that all existing Bus Stops comply with the Standard's time-frame; and complete up-grade works by 31.12.2022	Director, Operations	2015-2022
3.06	Consultation venues	Ensure that venues used for the consultation are fully accessible, or that alternate accessible venues are utilised	Director, Technical Services	Ongoing
3.07	Awareness of Planning Staff	Ensure that Planning Staff are aware of the requirements of that the Disability (Access to Premises – Buildings) Standards, 2010.	Director, Technical Services	Ongoing



Item	Issue	Action	Responsibility	Timeline
3.08	Change of Use	Require applications for Change of Use to include existing Accessible facilities; and ensure that those facilities are retained or up-graded to comply with the Standards	Director, Technical Services	Ongoing
3.09	Adaptable Housing	Ensure that proposals for Adaptable Housing are designed so as to require minimal alterations in the post-adaptation stage, to minimize inconvenience and cost	Director, Technical Services	Ongoing

#### Key Focus Area 4.00: Council as a responsible citizen.

- Are those parts of the Public Domain under Council's control free of disability discrimination?
- Are those buildings under Council's control constructed or maintained to comply with Australian Standards?
- Does Council provide sufficient, non-discriminatory, public facilities?

Item	Issue	Action	Responsibility	Timeline
4.01	Continuous Accessible Path of Travel	Provide a continuous accessible path of travel to and within all of Council's premises	Director, Technical Services	Ongoing
4.02	Council Works Programs	Ensure that all Council Works Programs reflect compliance with current Australian Standards and best practice.	Director, Operations	2015-2016
4.03	Footpaths as Council Assets	Maintain a list of paved and un-paved footpaths, and identify those that do not meet Council's current standard or best practice for prioritising in Council's future Works Programs.	Director, Operations	Ongoing
4.04	New Footpaths	Ensure that new footpath construction provides a minimum width of 1200mm; and where possible include regular passing areas 2000mm long and 1800mm wide; with a maximum crossfall of 1:40; and surfaces that are non-slip in wet and dry conditions.	Director, Operations	Ongoing
4.05	Footpath Maintenance	Ensure that footpaths are maintained in a safe and negotiable condition, free from obstructions; overhanging vegetation; and slippery leaf cover	Director, Operations	Ongoing
4.06	Decorative Paving	Ensure that decorative paving provides a non-slip surface in wet and dry conditions.  Ensure that the slip-resistance value of adjoining surfaces is similar to avoid trip hazards.	Director, Operations	Ongoing
4.07	Driveways	Ensure that new driveways are constructed with a 1:40 standard footpath crossfall, for a distance of 1800 mm from the building alignment	Director, Operations Director Technical Services	Ongoing
4.08	Kerb Ramps	Ensure that kerb ramps are constructed to comply with the Australian Standard	Director, Operations	Ongoing
4.09	Intersection Design	Ensure that kerb radii at intersections are kept to a minimum so as to slow traffic and reduce the incidence of vehicle-pedestrian impacts	Director, Operations	Ongoing

Item	Issue	Action	Responsibility	Timeline
4.10	Traffic Islands	Ensure that traffic islands provide maximum protection for pedestrians  Provide walk-throughs with vertical sides, in a contrasting colour to that of the island, for the benefit of people with impaired vision	Director, Operations	Ongoing
4.11	Medians	Ensure that medians do not encroach into the clear path of travel provided by a marked or non-marked pedestrian crossing  Provide Tactile Ground Surface Indicators in pedestrian refuges	Director, Operations	Ongoing
4.12	Tactile Ground Surface Indicators (TGSIs)	Only provide TGSIs where they can comply with Australian Standards, unless advice is obtained from Vision Australia or Guide Dogs NSW/ACT	Director, Operations	Ongoing
4.13	Wayfinding Policy	Develop a Wayfinding Policy for the provision of Tactile Ground Surface Indicators, Tactile Signage and alternate directional and safety cues for people who are blind or deafblind	Director, Operations	2015-2016
4.14	Wayfinding	Ensure that advisory and directional signage is displayed in accessible locations, with unambiguous messages	Director, Operations	Ongoing
4.15	Tactile Signage	Ensure that tactile signage is provided in raised lettering and in Braille, as required by Australian Standards, on public toilets and other facilities	Director, Operations	Ongoing
4.16	Existing Public Toilets	Ensure that only those public toilets that fully comply with Australian Standards are designated as "Accessible". If they are not fully compliant, signage should indicate that assistance is required	Director, Operations	Ongoing
4.17	Unisex Accessible Toilets	Where possible, provide two adjacent Unisex Accessible Toilets, with one the mirror-reverse of the other  Erect signage to indicate which cubicle provides for right-hand transfer, and which provides for left-hand transfer.	Director, Operations	Ongoing
4.18	New Public Toilets	Assess the need to provide additional public toilets in places under Council's responsibility.	Director, Operations	Ongoing
4.19	Ambulant Toilets	Ensure that as part of upgrading facilities at least one cubicle in each Male and Female Toilet Block complies with Australian Standard requirements for an Ambulant Toilet	Director, Operations	Ongoing
4.20	Public Seating	When providing new or replacing public seating with back rests and arm rests, on an on-going basis	Director, Operations	Ongoing
4.21	Street Furniture	Ensure that the location of new street furniture does not encroach into a path of travel	Director, Operations	Ongoing
4.22	Parks and Gardens	Ensure that facilities within parks and gardens do not discriminate against visitors with disability, as far as possible	Director, Operations	Ongoing

Item	Issue	Action	Responsibility	Timeline
4.23	Parks and Gardens Survey	Carry out an audit of parks and garden to determine what facilities need to be improved to comply with Australian Standards. Develop a priority works schedule to improve these facilities	Director, Operations	2015-2016
4.24	Sporting facilities	Ensure that all existing and new sporting facilities provide equivalent and dignified participation for people with disability	Director, Operations	Ongoing
4.25	Asset Management	Council's Asset Register identifies which of Council's facilities fully comply with Australian Standards, and what work is required to bring other facilities into compliance	Director, Operations	2015-2016
4.26	Drainage Grates	Ensure that drainage grates within a path of travel comply with Australian Standards	Director, Operations	Ongoing
4.27	New Accessible Parking	Ensure that new accessible parking spaces comply with Australian Standards in number, location, dimensions and crossfalls, and signage	Director, Operations	Ongoing
4.28	Existing Accessible Parking	Review existing sites to determine what improvements are required for compliance with Australian Standards	Director, Operations	Ongoing
4.29	Ramps, steps and handrails	Ensure that all new and existing ramps, steps and handrails comply with Australian Standards	Director, Operations	Ongoing