

Fine Travel Pty Ltd: ABN – 11 109 344 587 – Proudly operating italktravel: Hornsby, Hunter Street Hornsby & Castle Hill Locations
Shop 1A, 21 Hunter Street, Hornsby, NSW 2077, www.hornsby.italk.travel – Ph:9482 7722 email: talktous@huntersthornsby.italk.travel

The Commissioner
Australian Human Rights Commission
GPO Box 5218
SYDNEY NSW 2001

Via email: disability@humanrights.gov.au

ITALKTRAVEL HORNSBY (2015) DISABILITY DISCRIMINATION ACT ACTION PLAN

Introduction

Italktravel are passionate, innovative retail travel agents who together form Australia's newest and most exciting retail travel franchise.

The services provided by our organisation include personalised expert travel advice in finding special deals, cheap airfares and travel offers available for every destination and every budget. We help plan holidays to save time and money. We organise flights, cruises, events, hotels, car hire and travel insurance.

We are available in store, online and over the phone.

The Hornsby franchise is owned and operated by the same organisation who own and operate two other local franchises.

Our organisation has recently refurbished its existing premises in Hunter Street Hornsby. During the process of this refurbishment we became aware of reduced clearances that do not meet the accessibility requirements due to the small tenancy footprint.

Our organisation intends to make our premises accessible to all members of the public through compliance with the Disability Discrimination Act and the Building Code of Australia. We understand that there is currently some disparity between the Disability Discrimination Act and the Building Code of Australia. We intend to address these issues on an ongoing basis.

About Disability

The Disability Discrimination Act (1992) defines 'disability' as any condition that restricts a person's mental, sensory, or mobility functions. It could be caused by accident, trauma, genetics or disease. A disability may be temporary or permanent, total or partial, lifelong or acquired, visible or invisible.

The Italktravel Hornsby (2015) Action Plan seeks to eliminate disability discrimination in accordance with the Act.

Development of Action Plan

Our action plan has been developed with the assistance of an accredited access consultant after the preparation of an Alternative Building Solution for Access for people with a Disability.

It is intended to implement strategies to ensure that discrimination is minimised.

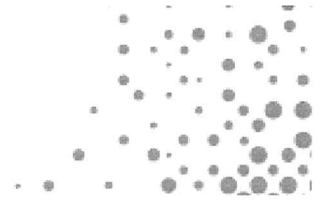
It is intended to improve management awareness when dealing with people with disabilities.

Communication of Plan

A provision of a hard copy and electronic format to be provided to all staff.

Upon request, the provision in hard copy and electronic format.

Registration with the Human Rights Commission and posting on the HRC website.



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Implementation

The directors will be responsible for implementation of the plan. Store managers will each be responsible for implementation in the absence of directors.

What We Plan to Do

It is our intent to ensure our tenancy and facilities will allow for ease of access and egress for people with a physical disability or reduced mobility.

It is not feasible or possible to modify the building to improve accessibility, therefore alternative strategies will be explored to ensure access to services.

These alternative strategies include:

- ✂ The use of relocatable furniture;
- ✂ Relocation/alteration of internal office walls and/or doorway if necessary;
- ✂ Alternative location for meetings;
- ✂ Providing assistance with operation of door handles; and
- ✂ Upon vacating of tenancy the removal of the office and fixtures so as not to impede access for any future occupants.

Monitoring and Evaluation

This process will be on going with meetings between management and staff, so as to ensure that our action plan goals are achieved.

Any issues or complaints raised by staff, customers or the public will be appraised by the directors and appropriate remedial action taken where possible or thought to be necessary. Any complaints will be acknowledged.

Review


Our action plan will be reviewed at the end of each financial year.

It is our intention to achieve full accessibility to and within our premises.

External document and information

- ✂ Disability Discrimination Act (1992)
- ✂ Human Rights Commission Website (www.humanrights.gov.au)
- ✂ Disability (Access to Premises – Buildings) Standards 2010

Yours sincerely



Robert Kirk
Director

DATED this 10th day of July 2015