Sydney Olympic Park Authority
Disability Inclusion Action Plan
2015-2018

Annual Assessment Report
June 2016

Achieving an inclusive society is a long term vision that will require consistent efforts from all levels of government and the wider community.
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Scope of the Annual Report

The current Sydney Olympic Park Authority Disability Inclusion Action Plan (DIAP), 2015-2018 has been developed to be consistent with the New South Wales (NSW) Government’s *Disability Inclusion Plan, 2015* (the DIP). The NSW DIP translates into action the Government’s commitment to improving the opportunities for people that have a disability to share fully and be included in community life.

The DIAP annual assessment provides an opportunity for Sydney Olympic Park Authority (the Authority or SOPA) to measure and record its achievements in all aspects of accessible service provisions. It also demonstrates its ongoing commitment to equality and inclusion in providing good access for all.

The areas of focus that should be addressed and assessed include:

1. Systems and processes
2. Attitudes and behaviors
3. Employment and financial
4. Livable communities

This DIAP is focused on people with a disability. This includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person’s full and effective participation in the community on an equal basis with others as defined by the Disability Inclusion Act 2014.

This definition is not exhaustive and may include other members of the public as defined in the future.
Community Consultation – Disability Access

In relation to disability access, community consultation is achieved through the Authority’s Access Advisory Committee, which reports to the Chief Executive Officer and to the SOPA Board. Membership of the Access Advisory Committee currently comprises:

- Association of Consultants in Access, Australia
- Council on the Ageing (NSW) Inc
- Independent Accredited Access Consultants / Occupational Therapists
- Access Patrons
- Guide Dogs NSW/ACT
- Access mentors

The role of the Access Advisory Committee is to provide the Authority with expert advice and appropriate recommendations for proposed developments, strategies and actions on a broad range of matters relating to the assessment and management of access to and within Sydney Olympic Park for persons that have a disability and also senior persons.

The responsibilities of the Access Advisory Committee are to:

- advise the Authority through the Chief Executive Officer, on the functional access arrangements including those people that have disabilities and senior persons
- assist the Authority in monitoring and reviewing the implementation of the relevant Australian Standards, the Sydney Olympic Park Access Guidelines and other mechanisms adopted by the Authority to facilitate access
- provide advice to the Authority for the purpose of guiding other Government Agencies and Stakeholders responsible for managing access for persons that have disabilities, and
- recommend areas requiring further investigation and study including advice on the commissioning of reports and on issues relating to access for persons that have disabilities to and within Sydney Olympic Park

In addition, the Authority does receive feedback on access requirements through the website, social media, Sydney Olympic Park Sports Venues, Emails and also community feedback surveys.
Priority Outcome Areas for Action

In line with the NSW Disability Inclusion Plan (DIP), the SOPA Disability Inclusion Action Plan (DIAP) 2015-2018 contains each of the nine priority outcome areas for action and services across the three tiers (planning for universal access, influence over others and specialist services). These have been adopted by the Authority, in accordance with the NSW Government’s DIP to:

- Integrate key principles relating to people with disability into the Authority’s working practices.
- provide information in a range of formats that are accessible to people with a disability
- establish appropriate complaints procedures and actions
- encourage and promote dignified access to buildings, events and facilities within Sydney Olympic Park
- consult with people that have disability to participate in planning and to apply to be on advisory boards and committees
- increase employment participation and support of people with a disability within the Authority
- encourage and create opportunities for people with disability to access the full range of services and activities available to the community by the Authority
- provide quality specialist and adaptive services to areas within the Park where unique circumstances exist to accommodate people with disability
- support the goals of the NSW Disability Inclusion Plan.

The ‘Priority Outcome Areas for Action’ identifies key performance indicators and timeframes that relate to strategies for overcoming those barriers identified. The success of the DIAP will be determined by measuring achievement against these performance indicators and commitments made within the body of the DIAP document. Details on these actions are presented in the priority outcome pages that comprise the balance of this DIAP annual assessment report.
Review Mechanisms

Ongoing consultation with the Access Advisory Committee, SOPA Managers, as well as the appropriate use of gained access feedback, has enabled amendments and adjustments to be made in SOPA practices in response to this review. The consultation model that was adopted is as follows:

- received feedback on the commitments contained in the DIAP
- enabled participation in monitoring and reviewing the DIAP
- become the vehicle for consultation with management, staff that have disabilities, service users, consumer organisations and the disability sector, and
- ensure the Authority reviews the commitments and attitudes identified in the DIAP on a annual basis

Reporting Requirements

Section 13 of the Disability Inclusion Act-2014 sets parameters which require Public Authorities to measure and report on their progress in creating access and inclusion for people that have disabilities. The Sydney Olympic Park Authority is obliged to report annually on the achievements made against the commitments contained in the current Disability Inclusion Action Plan (DIAP). Commencing the date of 2016 this annual report will be incorporated into the Sydney Olympic Park Authority’s Annual Report.
Achievements in Areas of Providing Access

Sydney Olympic Park Authority has achieved areas of providing access and inclusion during years 2015-2016. This includes the upgrading of built environment infrastructure, providing staff training for improved customer service and the provision accessible services to the Sydney Olympic Park community, as well as upgrading the systems and processes of the Authority.

The following main areas have been identified as being areas where access requirements and considerations have been met by the Authority during years 2015-2016;

Systems and Processes

1. The Authority continues to provide for persons with Disability into Emergency Management Plans, which involves safe areas and evacuation procedures.

2. The Sydney Olympic Park Archery Centre provides classes that cater for persons with disability.

3. The Sydney Olympic Park Athletic Centre provides athletics carnivals that cater for autistic athletes.

4. The Sydney Olympic Park Aquatic Centre provides swimming school classes that cater for persons with a disability.

5. The Authority’s Education Unit provides customised / modified programs upon request that cater for persons with a disability. It has in the past delivered modified wetlands education experiences for groups with sight and hearing loss.

6. The Authority has commenced work on an ‘Access Guide’ to promote the services and facilities available for people with disability within Sydney Olympic Park and its venues.
7. The Authority continues its commitment to publish any marketing type document in an accessible format upon request from the public.

8. Training was provided for the Authority’s in-house Graphic Designer to be able to develop accessible documents, including PDFs to meet best-practice accessibility and assist with the Authority’s WCAG compliance.

9. The Sydney Olympic Park suite of websites continue to meet WCAG Level AA standards and work continues to make our websites more accessible.

10. The Authority continues to provide access advice to all internal and external stakeholders as requested for various major events and proceedings within Sydney Olympic Park on a regular basis.

**Attitudes and Behaviors**

11. The Authority worked with Wheelchair Sports NSW to promote wheelchair sports at Sydney Olympic Park and provide an opportunity for the community see what it takes to be a wheelchair athlete. A wheelchair sports display was organised outside the Aquatic Centre as part of the Festival of All Abilities.

12. The Authority’s Education Unit have development workshops (three times annually) which include scenarios on management of school groups and disability groups utilising shared public space—aimed at ensuring a safe, enjoyable customer experience for all persons.

13. The Authority has included a section for persons with disability to provide constructive feedback into the Authority’s feedback surveys.

14. The Authority hosted a group of children with autism and their families who discovered the mystery and magic of the Park’s wetlands environment as part of the Festival of All Abilities. The tour guided by interpretive rangers allowed participants to experience sensory elements and engaging activities while exploring the Park’s Badu Mangrove and the Bennelong Pond freshwater wetlands. Planning is underway for a modified program of activities in Newington Armory for the Autism Community Network in December 2016.
15. The Authority delivers professional access training including induction procedures to providing and promoting best practices/attitudes in access for all staff members, including all staff associated with the running of major events.

16. Training sessions were provided for key managers and also to all staff in relation to the NSW Government’s commitment to Access, the NSW DIP and the Sydney Olympic Park Authority DIAP.

17. Special disability awareness training was provided for frontline customer service staff from Sydney Olympic Park Authority (including the Sports Venues), as well as customer service staff from ANZ Stadium, Qudos Bank Arena, Tennis Centre and the Royal Agricultural Society. The training was provided by the national disability rights and advocacy organisation, People with Disability Australia, and incorporated key speakers from the Sydney Olympic Park community including local resident Kylie Scott and local athlete Jonathon Milne.

18. Sydney Olympic Park Authority continues to be a key member of the Festival of All Abilities Steering Committee. The Festival of All Abilities is a series of activities and events to mark Social Inclusion Week and International Day of Disability and, more importantly, to celebrate people of all abilities being active members of their communities. The Steering Committee focus their efforts on challenging people’s ideas about social inclusion and breaking down barriers to opportunities for people with a disability.

19. The Authority played an important role in the new ‘Think-Ability Forum’ as part of the Festival of All Abilities. This forum brought together volunteers and workers from local and state government and not-for-profits and explored current issues around caring for people with disability, Applying universal access in building design and the National Disability Insurance Scheme.
20. Achievements in access are communicated through the Authority’s various communications channels, including Park News and the Park Blog, to promote a greater awareness amongst stakeholders and the community. Examples include:

a. Return to Sport -

b. Festival of All Abilities -

c. Disability Inclusion Action Plan –

Employment and Financial

21. The Authority has official policies in place for the following:

- Child Protection.
- Adjustments for Persons with a Disability
- Performance Management
- Equal Employment Opportunity
- Harassment

These policies are practiced as required to accommodate persons with disability. These policies are reviewed and adjusted on an annual basis as required by feedback and Legislation.

22. The Authority’s corporate policies have all been re-formatted as accessible documents, to allow them to be shared through the website and comply with WCAG requirements. .

23. The Authority is committed to accommodate persons living with a disability by the introduction of a new partnership between Sydney Olympic Park Authority and Royal Rehabilitation Centre which will see the creation of a community cycling hub within Newington Armory to support people with disability to return to sport.
Liveable Communities

24. The Authority is in the process of carrying out a 5 yearly review of the Sydney Olympic Park Master Plan 2030. This review has involved establishing nominated accessible paths of travel throughout the town centre as development is carried out. These connecting accessible paths of travel will be identified and provided to the community to better aid all persons to navigate freely within the town centre.

25. The Authority ensures that all capital works are subject to Access considerations and appropriate Access consultants are used to provide expert advice where necessary.

26. The outdoor class room located within Bicentennial Park has been upgraded with compliant accessible ramps and paths of travel.

27. The Authority has replaced tactile and braille way finding signage within the Town Centre as required by maintenance requirements.

27. The Authority has an official Urban Elements Design Manual (UEDM) which helps guide Access requirements throughout the Urban Domain.

28. P1 Car Park has recently had accessible upgrade works carried out on the existing built areas, these upgrades include: tactile ground surface indicators, (TGSi’s), ramp kerbs, ramp and stair handrails, wheel hazards, stair nosings and ramp landings. These upgrade works were carried out in accordance with the current Australian Access Standards.

29. The Authority’s Access Advisory Committee has reviewed several major projects/developments proposed to be constructed within the Sydney Olympic Park to provide expert access advice which enables these developments to capture the requirements contained in Access Legislation and the Authority’s Access Guidelines.

30. The Authority ensures that all upgrades and capital/building works undertaken within Sydney Olympic Park are carried out in accordance with the relevant Australian Access Standards as well as the Sydney Olympic Park Authority’s current Access Guidelines. This is a condition of development consent for all developments being constructed within Sydney Olympic Park.

31. The Authority has upgraded and improved the existing Access Guidelines to reflect and capture recent upgrades in legislation and best access practices.
Priority Areas of Remedial or Continual Actions

Sydney Olympic Park Authority is committed to action all areas identified as requiring attention during the annual assessment review process in order to upgrade the accessibility of any type of procedures or facilities. The following main areas have been identified as requiring remedial action or priority continual action.

1. The Authority will constantly seek state-of-the-art access technologies that may be applied within Sydney Olympic Park. This includes information distribution, way finding and built environment facilities within the Park.

2. The Authority will continually provide Access training to staff members and on occasion provide access expert speakers to present best practices for Access requirements.

3. The Authority will continually review all procedures and policies to allow for all persons whether visitor or employee to participate in all activities within Sydney Olympic Park. This review includes all new legislation requirements, (Premises Standards-2010 and the like). Stakeholder/customer feedback will be encouraged during the process of reviewing and developing polices.

4. The Authority will continue providing Access advice to all developments being undertaken and carried out within Sydney Olympic Park. This includes encouraging the use and implementation of the Sydney Olympic Park Access Guidelines and best practice recommendations consistent with the high standard of existing Access provisions within the Sydney Olympic Park.

5. The Authority will continually provide Access advice and support to all persons planning an event or activity within Sydney Olympic Park. This includes encouraging the use and implementation of the Sydney Olympic Park Access Guidelines and including “Temporary Accessible Overlays” for Events. In addition following an event review and gather the patron’s feedback on the success and implementation of the Access provisions for the event. The information should then be used in planning future temporary event overlays.

6. The Authority will continue to act upon any complaints in an efficient and speedy manner. Actions taken will include measures being adopted into place to ensure that no complaints are received in the future regarding the same or similar issue.

7. The Authority will upgrade the electronic media services provided to the community as required, to including Sydney Olympic Park’s suite of websites, electronic newsletters and the like.