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Removing Barriers to Community Participation

LIVERPOOL DISABILITY ACTION PLAN

February 2004

General Managers Foreword

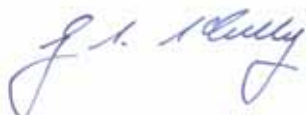
Liverpool City Council is committed to the delivery of information, services and facilities to the community free of discrimination. In line with this commitment, Council has produced this Liverpool Disability Action Plan as a significant step towards honouring its obligations to people with a disability under the Commonwealth Disability Discrimination Act (1992) and provisions of the NSW Local Government Act (1993).

Within this legislative framework, the Liverpool Disability Action Plan 2004, appropriately entitled 'Removing Barriers to Community Participation, sets out specific initiatives to be implemented over time to improve access to information, services and facilities provided by Council. The overall aim of the Plan is to build upon what Council already does in the way of providing 'access' to community life for all people, including people with a disability.

The Plan inherently acknowledges the rights of people with a disability to equal access and provides Council with a blueprint to be able to continue to provide enhanced access where required. Whilst much has already been done to provide access in the City, much more needs to be done. The Liverpool Disability Action Plan will go a long way to ensure that Council continually makes improvements where needed with a view to providing an accessible City for residents and visitors.

A 'whole of Council' approach has been adopted for implementation of the Plan, to ensure that each relevant section of Council is responsible for delivering outcomes over a 5-year period. Equally important is the need for Council to provide an ongoing financial commitment where required to implement strategies within the Plan.

As General Manager, I commend the Plan to all relevant stakeholders including elected representatives, staff, residents, community organisations and other government departments. I would also like to take this opportunity to thank the staff involved in the development of this Plan and more importantly members of the Liverpool Access Committee who have been instrumental to the initiation of this important policy document for Council.



Garry McCully
General Manager

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1 Introduction

1.1 Executive Summary

The Liverpool Disability Action Plan (DAP) provides Liverpool City Council with a comprehensive program to implement a pro-active response to the *Disability Discrimination Act 1992* (DDA). The DAP also allows Council to provide a whole of Council strategic approach to improving access for people with disabilities to public services and facilities managed or influenced by Council.

The format of the Disability Action Plan is as follows:

Section 1	Introduction
Section 2	Methodology & Consultation Process
Section 3	Review of Existing Access Practices & Activities
Section 4	Summary of DAP Key Result Areas
Section 5	DAP Strategies, responsibilities and timeframes
Section 6	Monitoring, Review & Evaluation
Section 7	Contacts & References
Section 8	Appendix

The DAP has been prepared by Liverpool City Council in conjunction with Access Australia Consultants Pty Ltd. The content of the Plan results from extensive consultations held with community and Council representatives. The development of the DAP has included the completion of a number of access audits of Council buildings and facilities allowing Council to identify areas requiring upgrade.

The major considerations included within the DAP are as follows:

- People with disabilities make up approximately 16.8% of Liverpool's population with numbers envisaged to rise given Liverpool's expansion in population and ageing community, thus highlighting a need to address access considerations for this population group
- The DAP provides an action plan containing a number of strategies to be considered by Council in order to increase access for people with disabilities in the areas of:
 - Physical access
 - Information, events, services,
 - Traffic, transport & parking,
 - Employment,
 - Planning & development.
 - Awareness
- The DAP is a pro-active Council response to the DDA and minimises

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The risk of complaints being lodged against Council.

- All relevant Council units will be responsible for implementing DAP strategies following Council adoption of the plan.
- The Plan was put together following extensive consultation with community and Council stakeholders.
- The DAP implementation process is to be integrated with Council's corporate planning process, with consideration given to resource requirements during budgetary processes.
- Community Planning will provide resource, coordination and contact support for the Plan.
- The Plan will involve an ongoing monitoring, review and evaluation strategy in order to ensure successful implementation.

1.2 Overview

Liverpool Disability Action Plan (DAP)

The Disability Discrimination Act 1992 (DDA) requires that people with a disability are given equal opportunities to participate in and contribute to all aspects of community life including access to services, premises and employment.

Local Government is considered to play a crucial role in eliminating discrimination and providing equality of opportunity to all members of the community in terms of providing an accessible physical environment, information & services, transport infrastructure, employment and development.

For some years now, Liverpool City Council has been committed to implementing practices in order to assist people with disabilities to participate in their local community. One example of this commitment has been the establishment of the Liverpool Access Committee, a community committee aimed at providing advice to Council on improving and alleviating access difficulties in Liverpool (refer to appendix 2).

In response to the DDA and to reinforce this commitment, Liverpool City Council has produced this Disability Action Plan (DAP) in conjunction with Access Australia Consultants Pty Ltd. The ultimate aim of the DAP is to provide a strategic 'whole of Council' approach to further remove barriers and provide enhanced access to community life for people with a disability.

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Liverpool City Council's vision for Liverpool is:

'A place where people choose to Live, Learn, Work and Play.'

This vision is further articulated in Council's Corporate Plan 2000 to 2003, which was adopted by Council on 26 June 2000. The Corporate Plan sets out Council's strategic objectives, which guide the operation of Council in the following areas:

- Valuing the environment
- Maximising social well-being
- Building communities
- Growing the economy
- Improving transportation
- Developing our regional role
- Providing quality services

This DAP is strongly associated with Council's objectives and can be considered as a key tool for assisting Council to realise its vision. The need for a Disability Action Plan is articulated under Objective 2 of the Corporate Plan:

Maximising Social Well-being

To support the development of a vital community that has access to opportunities and facilities that improve the quality of life.

Ultimately the Liverpool DAP seeks to compliment Council's existing Plans in terms of creating an optimum environment and lifestyle for the community.

People

Australian Bureau of Statistics (ABS) data (1999) states that more than a million people in NSW have a disability, currently equating to approximately 19% of the NSW population.

According to ABS statistics approximately 8.5% of the total population of the Greater Western Sydney Region live within Liverpool City. From 1996 – 2001 Liverpool City continued to experience the greatest population increase of all Councils in NSW. As such Liverpool City continues to accommodate a significant proportion of Sydney's population growth.

ABS data (1998) reveals that people with a disability make up approximately 16.8 % of Liverpool's population, half of which are restricted due to a moderate to profound disability.

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74 % of people with a disability in Liverpool are estimated as having a physical disability. 10% are estimated as having a sensory disability, with the remaining 16% being other disability types.

The ABS Regional Profile (2001) indicates that trends for percentage of people with disabilities in Liverpool area are similar to those in NSW. However, on comparison of disability statistics by age, the percentage of younger people with a disability under 39 is greater in Liverpool than the NSW average.

1.3 Disability Discrimination Act (1992) - DDA

Overview of the DDA

Like all public organisations, Liverpool City Council is required to comply with the Disability Discrimination Act (1992).

The DDA makes it unlawful for government authorities and service providers to:

discriminate against a person on the grounds of a person's disability or a disability of any of the person's associates.

This can relate to a person who has, or may have a disability and in the context of the DDA, the definition of associates includes a spouse, relative or companion.

The key concepts underpinning the DDA relate to equity, dignity and safety of all individuals. Accordingly the DDA has an impact on many aspects of participation and inclusion within the community including provision of goods and services, access to facilities, consideration of transport options and employment opportunities.

Unlike the Building Code of Australia (BCA), the DDA is retrospective. Legal precedents have confirmed that compliance with the BCA does not necessarily ensure compliance with the DDA.

The DDA makes provision for the consideration of access and equity in relation to reasonable adjustment and unjustifiable hardship. Reasonable adjustment enables service providers to modify a service or facility to meet a specific need of a person with a disability.

Unjustifiable hardship enables a service provider to claim that a particular access provision or requirement may create an unreasonable financial or operational hardship.

Implementation of the DDA is the responsibility of the Human Rights & Equal Opportunities Commission.

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The Disability Discrimination Commissioner advises that the application of the DDA does not diminish or excuse non-compliance with other laws. Direct compliance refers to *requirements* by other laws and does not include discriminatory acts *permitted* by other laws. Local Government therefore has responsibilities and potential liability under the DDA.

The DDA itself recommends that organisations develop Disability Action Plans (such as this one) in order to comply with the legislation and avoid cause for liability.

Disability Discrimination Act & Development Approvals

A controversial area of DDA liability for Local Government is in the approval of development applications. The Commissioner has advised that Local Councils may be liable for if they approve inaccessible developments. The Commissioner notes that it is insufficient for Councils to provide a statement or rely on the applicant's DDA liability as a disclaimer.

The Commissioner has stated that Local Council building surveyors' may be held liable for signing off on a building with discriminatory access, or provision of incorrect or inadequate advice to the applicant regarding access. Accordingly Council responsibilities regarding development approvals may include:

- Consideration of the DDA when processing Development Applications (DAs)
- Provision of information on the Council policies or Development Control Plans (DCPs) relevant to access at an early stage in the process. This may include education programs for local designers, builders etc
- Development and implementation of a mechanism for assessment of applications for variations or exemptions. This mechanism may include use of an Access Advisory Committee.

The Human Rights & Equal Opportunity (HREOC) website includes a July 2001 commentary on *Local Government Liability for Permitting Inaccessible Development*. This results from the landmark DDA case of *Cooper v Coffs Harbour City Council*, where Council was found to have permitted a discriminatory action in approving an inaccessible cinema.

Other Related Legislation

Apart from the DDA Council is required to adhere to the following relevant legislation:

NSW Anti-Discrimination Act 1977 (amended 1994)

This Act makes it unlawful to discriminate on the grounds of disability (and other factors such as race, sex and marital status). The NSW Anti-Discrimination Board administers the Act.

The Local Government (General) Amendment (Community & Social Plans) Regulation 1998

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This Regulation requires Council's to develop Social or Community Plans which identify the needs of people with disabilities, as well as other target groups. The Regulation also requires that Councils include access & equity activities in management plans and annual reports.

1.4 Human Rights & Equal Opportunities Commission

The DDA is implemented and enforced by the Human Rights & Equal Opportunity Commission (HREOC). HREOC recommends that organisations develop DDA Action Plans as a pro-active access response to minimise the risk of successful complaints being lodged under the DDA. DAPs may be lodged with HREOC for posting at www.hreoc.gov.au.

HREOC has also developed Advisory Notes on a key element of the DDA, that being 'Access to Premises'. These Advisory Notes generally refer to Australian Standard AS 1428.2 as a reasonable response to the DDA. AS 1428.2 provides enhanced access requirements for 90% of people with a disability aged 16 to 60 years.

1.5 Definition of Disability

As mentioned previously the DDA states that it is unlawful to *discriminate against a person on the grounds of the person's disability or a disability of any of the other person's associates*. The DDA definition of *associates* includes a spouse, relative, companion or carer.

The Liverpool DAP interprets disability as it is defined in the DDA, that is:

- ❑ total or partial loss of the person's bodily or mental functions; or
- ❑ total or partial loss of a part of the body; or
- ❑ presence in the body of organisms causing disease or illness; or
- ❑ presence in the body of organisms capable of causing disease or illness; or
- ❑ malfunction, malformation or disfigurement of a part of a person's body; or
- ❑ a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- ❑ a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgement or results in disturbed behaviour.

This definition includes disabilities that

- ❑ presently exist; or
- ❑ previously existed but no longer exist; or
- ❑ may exist in the future; or
- ❑ are imputed to a person.

In more general terms this includes people with intellectual, physical, sensory, and psychiatric disabilities. It also includes people with acquired brain injury and disease.

It is worth noting that the DDA utilises a broader definition of disability than that used by ABS and as such, the percentage of the population with a disability is potentially greater than that recorded in statistics.

1.6 Liverpool Disability Action Plan

The Liverpool DAP provides a pro-active access framework for Liverpool City Council, encompassing all levels of access; communications, physical and sensory. Adoption and progressive implementation of the DAP will enable Council to:

- ❑ Provide a formal response to meeting its obligations under the DDA
- ❑ Identify constraints and barriers to full and equal participation by people with a disability in all aspects of the operation of Council
- ❑ Develop strategies to overcome these constraints and barriers
- ❑ Develop strategic directions to provide inclusive opportunities and equitable access
- ❑ Ensure future planning includes adequate and appropriate access provisions for people with a disability
- ❑ Support access to employment, information, services, transport and the physical environment for people with physical, sensory and communication disabilities
- ❑ Meet community expectations and provide quality customer service to residents
- ❑ Create an optimum environment and lifestyle for the community
- ❑ Promote a fair, just and equitable community.

1.7 Overall Responsibility

As the Liverpool DAP involves a whole of Council strategic approach, responsibility for implementation lies across all relevant Council units. Ultimately Corporate Managers are responsible for overseeing implementation in their relevant units.

Council's Community Planning Unit is responsible for coordinating and resourcing the implementation of the DAP and to communicate appropriate information to Council and the community.

1.8 Implementation

Implementation of this DAP commences on the Liverpool DAP adoption date. Timeframes for all DAP strategies commence on the adoption date. The Council Units responsible for specific implementation of the DAP and related timeframes are scheduled in Part 5.

The Disability Action Plan Schedule in Part 5 also nominates *Primary* and *Secondary* Council Units responsible for implementation of strategies. The *Primary Council Unit (in black)* is responsible for the management and implementation of the designated action / strategy, with the *Secondary Council Unit (in grey)* being responsible for providing resources and assistance. Where there are Council units responsible for lead roles, these are identified by underlining.

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2 Methodology & Consultation Process

2.1 Methodology

At the initiation of the project Liverpool City Council called for submissions for preparation of a DDA Action Plan (DAP). Access Australia Consultants Pty Ltd were commissioned to carry out the research, consultations, access audits and assist with the preparation of the Liverpool DAP.

The initial stage of development of the Liverpool DAP involved a review of relevant Council documentation namely:

- Liverpool City Council Corporate Plan 2000 –2003
- Liverpool City Council Social Plan 1999 – 2003
 - Summary of needs & issues
 - Older People survey results
 - People with disabilities survey results
 - Total focus groups / stakeholders background paper
 - Statistical Profile

Issues identified in these documents typically related to quality of life and inclusion of people with disabilities in community life. These issues were frequently expressed as a need to access local community facilities and services, personal security, and Council information. Other issues identified include social isolation associated with lack of transport, employment opportunities and lack of disability awareness within the community.

Background research also included a review of Disability Action Plans from other Councils including:

□ **Randwick City Council**

The Action Plan is comprehensive and has been separated into six discrete issues: Council buildings, Council facilities, physical environment, road safety and transport, leisure and recreation and special needs.

□ **Leichhardt Municipal Council 1997**

Leichhardt Municipal Council's Plan is separated into four areas: accessible facilities, customer service, employment, review monitoring and implementation. The Plan also provides a summary of an access audit program as an appendix.

□ **North Sydney Council July 1998**

North Sydney provides more general Action Plan strategies with a priority access work program. The Plan is separated into seven sections: employment and training, planning mechanisms and procedures, communication and

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publicity, customer service, community and library services, access to council buildings and facilities and recreational and cultural activities.

□ **Strathfield Municipal Council 1998**

The Strathfield Action Plan is separated into governance and corporate support, urban planning and environment, community management and asset management. Under each of these principal activities, a comprehensive number of issues are addressed.

□ **Baulkham Hills Shire Council 2000**

The Baulkham Hills Action Plan is separated into employment and training, services and information, facilities, development approvals and implementation of the Plan. Annexure covers buildings, reserves and access in the business centre.

The structure and content of the Liverpool DAP has incorporated the most relevant and useful features of the above plans.

2.2 Community Consultation Process

In order to develop the content of the Liverpool DAP, a community consultation process was undertaken to identify existing physical, informational, attitudinal and communication barriers existing within LCC 's area of responsibility or influence. A qualitative methodology was selected as most appropriate.

The consultation process provided an opportunity for the community to participate in the development of this DAP. The process undertaken also demonstrates Liverpool City Council's commitment to implementing relevant strategies and outcomes, as identified by the community in response to community need.

The parameters used for the community consultations were as follows:

- Gain a perspective of each participant
- Identify and discuss themes relating to access to Council services and facilities
- Report and discuss divergent views relating to access
- Issues and concerns to be raised by participants with personal experience
- Evaluate and interpret data for relevance and applicability
- Develop emergent DAP objectives and strategies

A letter and schedule for public consultations was promoted and sent to relevant disability related groups and organisations operating within the Liverpool area inviting them to participate in the consultation strategy.

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Public consultations were held specifically with the following targeted disability groups:

- ❑ Mobility Impairment
- ❑ Vision Impairment
- ❑ Intellectual Impairment
- ❑ Hearing Impairment
- ❑ Seniors
- ❑ General

Community consultations were also conducted with the following targeted organisations / groups:

- ❑ Blockbusters
- ❑ Spastic Centre
- ❑ All Saints Elderly Parishioners Club
- ❑ Disabled Persons Resource Service
- ❑ Liverpool Access Committee

Local residents who were unable to attend meetings were also given the opportunity to discuss specific issues at a more convenient time and place.

A semi-structured format was selected to facilitate the community consultation. The format included focus group discussions, individual interviews and public stakeholder meetings. During the consultation process participants were invited to comment on their experiences and issues supporting or restricting their access to LCC related services and facilities.

Information obtained through the consultations (particularly key issues or needs) was considered in the development of the Liverpool DAP.

Summary of issues raised in the Community Consultation Process

Physical Access

- Lack of accessible kerb ramps at pedestrian crossings
- Older existing kerb ramps are not very accessible and a hazard
- Bus shelters are inaccessible
- New pavement work is not always accessible, footpaths need to be maintained
- Lack of accessible footpaths forces people to use the road
- Accessible toilets in public places often provide minimum access
- Entries to public buildings often have steps which make them inaccessible
- Counters are often too high in public places
- Cluttered aisles in shopping centres are also a problem
- Entry to parks is not always accessible, also there is a lack of accessible parking close to parks

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- Public signage is difficult to read at times
- Signage needs to have good colour & font contrast
- Tactile signage would be good
- Street furniture obstructs access particularly with outdoor seating areas & signage
- Trees planted near path of travel can impede access
- Trees need to be trimmed
- Tactile surface indicators are good to use
- Accessible toilets should have MLAK key system
- Need for more accessible toilets – not enough (especially in CBD & Parks)
- Park furniture is not very accessible
- Parks in general are not very accessible
- Need to provide more public seating
- Chipping Norton Boatshed is popular for functions but is inaccessible
- Francis Greenway Centre is a good facility but not very accessible
- Council Plans of Management should include access criteria
- Grass adjacent to footpaths & nature strips need to be maintained so as not to impede access

Access to Information, Events & Services

- Need for Council to develop a policy / procedure on access
- Council information should be available in alternative formats
- Need to implement hearing loops in Council facilities including Council building
- Sign Interpreters / Hearing loops should also be available for public meetings
- Need to implement TTY phone service
- All Council information should be displayed on Council's website which should be accessible
- Council's website should include information on services available to people with disabilities
- Information on Council services should be sent out in rate notices
- Lack of accessible polling booths
- Council's waste management services are difficult for people with disabilities to operate (especially people with vision impairment)

Traffic Transport & Parking

- Lack of reliable accessible taxi services
- Lack of accessible transport infrastructure
- Difficult to find parking in Liverpool, including accessible parking
- Need for more accessible parking (especially close to shopping areas)
- Parking areas in shopping centres are abused as they are not monitored
- Council should also patrol accessible parking in shopping centre precincts
- Need to plan for community bus parking
- Low floor buses are good but there are not many
- Council should develop an 'Access Map' for Liverpool CBD
- People parking on median strips / footpaths can be a problem

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Employment

- People with disabilities are not able to access employment opportunities in Liverpool, including Council

Planning & Development

- New developments, including shops & buildings are not accessible
- Council should enforce access in public areas
- Shopping Centres do not always have clear pedestrian access to premises
- Roll Top kerbing in new release areas is inaccessible
- Access Committee should review relevant development applications in order to ensure the inclusion of access criteria
- The development approval process should include access criteria as a condition of consent
- Private certifiers provide construction certificates to developers even though a development does not comply with access
- Council should consider adopting a Development Control Plan (DCP) on access

Awareness

- Residents should be encouraged to raise access issues with Council
- Lack of community awareness around access / disability issues
- Council needs to set an example for the community
- Cinemas should show captioned movies
- People are relying on motorised scooters
- Need to develop Council staff awareness regarding the needs of people with disabilities
- More Council staff should attend the Liverpool Access Committee

2.3 Access Audits

Access Australia Consultants Pty Ltd concurrently with the community consultation program completed an audit program of selected Council assets. The auditing process included the determination of current access provisions to and within each designated Council facility, with prioritised mandatory and best practice access recommendations. Audits were conducted on the following assets:

Council Buildings

Liverpool CBD Office
Liverpool Council Administration Building
School of Arts Building
Valley Music Centre
Casula Powerhouse

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Community Centres

Angle Park Boat Shed
Blamfield Community Centre
Bringelly Community Hall
Chipping Norton Community Centre
Clinches Pond Offices & Hall
Dr O'Brien Community Centre
Dr Pirie Community Centre
Ernie Smith Community Centre & Park
Heckenberg Community Centre
Hilda M. Davis Senior Citizens Centre
Kemps Creek Community Hall
Miller Baby Health Centre
Moorebank Community Centre & Library
Oliveri Hall
Orange Grove Community Centre

Libraries

Casula Public Library
Green Valley Library
Liverpool City Library
Miller Library

Childcare Centres

Cecil Hills Childcare Centre
CT Lewis Childcare Centre
Hinchinbrook Multipurpose Childcare Centre
Holsworthy Childrens Centre
Prestons Children Centre
Warwick Farm Child Care Centre
Wattlegrove Childrens Centre

Sports Areas

Dwyer Oval
Holsworthy Pool
Netball Courts – Hammondville
Rugby Field – Hammondville
Softball Fields – Hammondville
Wenden Aquatic Centre
Whitlam Leisure Centre

Recreation Parks

Angle Park
Apex Park
Australis Park & Youth Centre
Bigge Park
Black Muscat Park

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Clinches Pond Park
Daruk Park
Dunbier Park
Dwyer Oval
Grand Flaneur Beach
Hammondville Park
Jaqui Osmond Park
Lady Woodward Park
Lighthorse Park
Liverpool Pioneer Memorial Park
Mihajlovic Park

The information gained from the access audits will enable Council to implement identified strategies in section 5 of this DAP, specifically Result Area 1 – Physical Access.

2.4 Liverpool City Council (LCC) Consultation Process

In order to develop the content of the Liverpool DAP, a consultation process was undertaken internally within Council which helped to identify existing physical, informational, attitudinal and communications barriers within Council's area of responsibility or influence.

A qualitative methodology was selected as most appropriate. The consultation process provided an opportunity for Council Officers to participate in the development of this DAP. The process undertaken also demonstrates Liverpool City Council's commitment to implementing realistic and effective strategies taking into account resource implications and other relevant organisational limitations.

Parameters used for the internal consultation process include:

- Provide staff with background information on the Plan and relevance to Council and their Unit
- Identify current Council activities & practices benefiting people with disabilities in Liverpool
- Identify possible strategies to improve Council activities & practices for the benefit of people with disabilities
- Identify relevant resource & time frame implications for the implementation of Disability Action Plan strategies

The consultation process involved initial meetings with relevant Unit Managers in order to promote the DAP as an opportunity to support an equitable and inclusive community more generally in Liverpool. Following this the process involved further consultations and presentations with Council Officers from relevant units across Council.

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These consultations assisted to develop the content of the Liverpool DAP, in particular section 4 which sets out objectives and strategies. Officers from the following Council Units were consulted in the development of this DAP:

- ❑ Casula Powerhouse
- ❑ City Assets
- ❑ City Development
- ❑ City Works
- ❑ Community Planning
- ❑ Community Services
- ❑ Corporate Services
- ❑ Design Services
- ❑ Events & Public Relations
- ❑ Financial Services
- ❑ Human Resources
- ❑ Information & Customer Service
- ❑ Land Development
- ❑ Library Services
- ❑ Major Projects
- ❑ Natural Environment
- ❑ Neighbourhood Services / Parks
- ❑ Plant & Fleet
- ❑ Strategic Research
- ❑ Transport Planning

3 Review of existing Access Practices & Activities

Resulting from the internal consultation process, a number of Council units provided information on existing Council activities and practices supporting access.

The Liverpool DAP will complement and enhance existing access activities and practices currently provided by Liverpool City Council. Existing access activities are listed below in accordance with the Council's organisational chart under each Council Unit (see Appendix 1). Please note that only relevant Council unit activities are listed.

3.1 Community & Environmental Planning

Access activities and practices currently include the following:

Community Planning

- ❑ Staff have well developed knowledge of access issues gained through extensive consultation with the community including people with disabilities
- ❑ Convenes the Liverpool Access Committee which provides advice to Council on matters affecting people with a disability
- ❑ Community Safety Officer has a written a policy with reference to people with disabilities. The policy has been communicated to relevant staff.
- ❑ Responsible for the production of the Liverpool Social Plan which documents and responds to community needs including people with disabilities
- ❑ Employs an Aged & Disability Worker who works specifically on promoting initiatives and services in the interest of older people and people with disabilities
- ❑ Maintains and promotes a brochure on services for people with disabilities
- ❑ Supports Community Networks in the interest of people with a disability
- ❑ Promotes and provides MLAK keys for the benefit of people with a disability

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Transport Planning

- ❑ Staff have a general knowledge of access issues affecting people with disabilities
- ❑ Initiated a Pedestrian Access & Mobility Plan (PAMP) Study for Liverpool CBD which takes into account needs of people with a disability
- ❑ Transport Taskforce membership includes people with a disability
- ❑ Considers resident requests for additional accessible parking spaces

Natural Environment

- ❑ Staff have general knowledge of access issues affecting people with disabilities
- ❑ Waste Management requests for people with a disability are negotiated with Council Contractors
- ❑ Considers access issues when undertaking tree planting operations

City Development

- ❑ Development applications assessed against the Building Code of Australia and Australian Standard AS1428
- ❑ City Development representative frequently attends the Liverpool Access Committee
- ❑ Currently looking at options for overcoming the inaccessibility of Roll Top Kerbing in new release areas
- ❑ Access conditions are included in Development Control Plans
- ❑ Currently looking at developing a process for facilitating Access Committee feedback on relevant Development Applications

Major Projects

- ❑ Staff have a general knowledge of access issues & the Disability Discrimination Act affecting people with disabilities
- ❑ Currently working on the CBD Way-finding strategy which takes into account the needs of people with disabilities

3.2 Assets & Infrastructure

Access activities and practices currently include the following:

- Staff have a general knowledge of access issues & the Disability Discrimination Act affecting people with disabilities
- Footpath priority program has been developed
- New / upgraded kerb ramps completed as part of footpaths works
- Implementation of PAMP recommendations
- Access is taken into account in the construction of new Council facilities

3.3 Support

Access activities and practices currently include the following:

Corporate Services

- Staff have a general knowledge of disability issues
- Council documents are made available to the public at Council's Customer Services Counter, Library and Website
- Annual Report produced in plain English by the Public Relations department
- Accessible venues identified for Council functions and events. Eg Civic functions usually held at Council's Administration building, which is considered an accessible venue
- Council functions are broadly advertised through print media, 2GLF community radio, flyers, posters and banners
- Council website is currently being enhanced and upgraded

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Information & Customer Services

- ❑ Translation, Relay & Telephone Typewriter services are available through the Customer Contact Centre for people with communication difficulties
- ❑ Automated telephone menu to assist negotiation of Council Services is available
- ❑ Staff play an informative role on Council Services & Facilities

Library Services

- ❑ Home Library Service provided for people who are housebound / isolated and unable to attend the library
- ❑ Mobile library bus operates during school hours and days to areas not serviced by central or regional libraries
- ❑ City library has deafness resources, large print books and talking book collections
- ❑ Resources are available for people who are deaf or hearing impaired and for those interested in learning how to sign. These include captioned videos and AUSLAN (Australian Sign Language) books and videos
- ❑ Deaf communication group meets in the library every Tuesday afternoon in school term
- ❑ Library celebrates International Day of People with a Disability annually
- ❑ Employs an Access Services Librarian to work on library services and materials for people with a disability
- ❑ Noahs Ark Toy Library for children with special needs (auspiced by the Liverpool/Fairfield Disabled Persons Resource Service) operates from the library
- ❑ Compiles and promotes a Community Directory which includes information on services for people with a disability
- ❑ Information on Library services, including catalogue available on the Net

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Casula Powerhouse

- ❑ Staff have a general knowledge of disability issues
- ❑ Casula Powerhouse celebrates International Day of People with a Disability
- ❑ Runs a number of art workshops for people with a disability
- ❑ Access design taken into account with the redevelopment of the Casula Powerhouse

Financial Services

- ❑ Rates payment available via a range of methods including telephone payments, direct debit, Internet etc
- ❑ Rates rebate available for residents who hold a pensioner concession card and reside on their own property

3.4 Human Resources

Access activities and practices currently include the following:

- ❑ Employment of a Development & Equity Officer which takes into account disability issues
- ❑ Recruitment Manual refers to employment of people with disabilities
- ❑ Responsible for Council's Equal Employment Opportunity Policy (EEO) & Management Plan
- ❑ Special Sick Leave & Death Benefit Policy for employees
- ❑ Employment advertisements all demonstrate EEO principles
- ❑ Interviews held in accessible environments for job applicants where required
- ❑ Provides a Recruitment and Selection Training Program which includes disability related issues
- ❑ Provides a Return to Work / Case Management program for employees injured at work

3.6 Operations

Access activities and practices currently include the following:

- ❑ Staff have a general knowledge of access issues affecting people with a disability
- ❑ Maintenance program for Council Assets in place
- ❑ Maintenance program also includes responses to access issues
- ❑ Staff receive ongoing training including access awareness
- ❑ Provides access to 3 community buses, one of which is wheelchair accessible
- ❑ People are encouraged to communicate with Council through the use of Neighbourhood Forums
- ❑ Provides a Supplementary Service promoting the inclusion of Children with Special Needs into child care facilities
- ❑ Provides leased office space for disability related organisations such as The Junction, Disabled Persons Resource Service & The Spastic Centre
- ❑ Parking Patrol Officers patrol accessible parking spaces in the Liverpool CBD
- ❑ Council Rangers also patrol and fine cars illegally parked on footpaths

4 Summary of Key Result Areas

The following is a summary of key result areas featured in the DAP. The key result areas outline a number of areas within Council's direct responsibility or influence targeted in this Plan. A detailed action plan addressing each key result area is featured in section 5 of this document.

Key Result Area 1: Physical Access

Progressively improve access to Council owned & managed buildings, facilities, recreation & open space

Key Result Area 2: Access to Information, Events & Services

Improve access to Council information, events, communication and services

Key Result Area 3: Traffic Transport & Parking

Further develop an integrated accessible transport system in Liverpool

Key Result Area 4: Employment

Support people with disabilities having equal access to employment opportunities within Council

Key Result Area 5: Planning & Development

Ensure that access needs are considered in planning & development processes controlled & influenced by Council

Key Result Area 6: Awareness

Increase awareness of the needs of people with disabilities within Council & the community

5 DAP - Strategies, Responsibilities & Timeframes

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Council assets & facilities are not all accessible for people with a disability	1.1 Improve access to existing Council assets & facilities in compliance with the DDA	a) Establish a prioritised program of access works aimed at progressively upgrading Council assets & facilities.	1 year	City Assets, Community Services, Community Planning	Existing Staff time	Prioritised program of Access Works established
			b) Implement established program of access works in order to progressively upgrade prioritised Council assets & facilities.	2-10 years rolling program	<u>City Assets, Community Services, Community Planning, Design Services</u>	To be considered as a new budget allocation	% of Access upgrade work completed
			c) All major refurbishments of assets & facilities to include access upgrades where possible	Ongoing	<u>City Assets, Community Services, Community Planning, Design Services</u>	Considered during budget allocation process	Refurbishments inclusive of access upgrades

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Council assets & facilities are not all accessible for people with a disability	1.1 Improve access to existing Council assets & facilities in compliance with the DDA	d) Council staff to be identified and trained as access auditors in order to assess access in assets and facilities	2-3 years	City Assets, Community Services, Design Services, <u>Community Planning, Human Resources</u>	To be considered as a new training budget allocation	Staff identified and trained as Access Auditors
		(continued)	e) Access audits to be undertaken on assets and facilities not yet audited	5 years then ongoing	City Assets, Community Services, <u>Community Planning</u>	Existing staff resources (dependant on above)	Community facilities identified and audited
		(continued)	f) Develop a booklet on access guidelines for public facilities to be distributed & used internally / externally	2 years then updated yearly	Community Planning, <u>City Assets, Community Services, Design Services</u>	Existing staff resources	Booklet developed and distributed

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Parks and recreational facilities are not accessible for children with a disability	1.2 Playground areas to be accessible for children with special needs	a) In line with Council's Recreation Strategy identify parks to introduce accessible children's playgrounds	1 year	<u>Community Planning, City Assets,</u> Neighbourhood Parks	Explore grant opportunities/ to be considered as a new budget allocation	Parks identified and options maximised to provide playgrounds
			b) In line with Council's Recreation Strategy implement at least one accessible playground in the LGA	2 years ongoing	<u>City Assets, Community Planning,</u> Neighbourhood Parks	Explore grant opportunities/ to be considered as a new budget allocation	Playground(s) implemented
	New Council assets & facilities need to be accessible for people with a disability	1.3 All new Council assets & facilities to be fully accessible and complying with the DDA	a) Access criteria to be considered in design codes for new Council assets and facilities	Current ongoing	<u>Design Services,</u> <u>City Assets,</u> <u>Major Projects,</u> Community Planning, Access Committee	Existing staff resources	Design of Community facilities is inclusive of access

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	New Council assets & facilities need to be accessible for people with a disability	1.3 All new Council assets & facilities to be fully accessible and complying with the DDA (continued)	b) The need for accessible toilets and adequate seating to be considered in the construction of new assets & facilities	Ongoing	City Assets, Design Services, Major Projects, Community Planning, Access Committee	Considered during budget allocation process	Accessible toilets and seating included as criteria for new facilities
			c) New accessible toilets to be fitted with the MLAK Key system	As necessary	City Assets, Design Services, Community Planning, Access Committee	Considered during budget allocation process	New toilets fitted with MLAK key system to enable access
			d) Tender documentation for design contracts to specify access and compliance with the DDA.	1 year then ongoing	City Assets, Design Services, Procurement Services, Major Projects, Community Planning, Access Committee	Existing staff resources	All Construction contracts specify access requirements in line with the DDA

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	New Council assets & facilities need to be accessible for people with a disability	1.3 All new Council assets & facilities to be fully accessible and complying with the DDA (continued)	e) Larger projects / facilities to be reviewed where possible by an Access Consultant and / or the Liverpool Access Committee	As necessary	<u>City Assets, Major Projects,</u> Design Services, Community Planning, Access Committee	Considered during budget allocation process	Access consultants actively engaged & Access Committee briefed
			f) Ensure accessible design is fully considered in any future plans for Council premises	To be confirmed	<u>City Assets, Design Services, Major Projects,</u> Community Planning, Access Committee	Existing staff resources / considered during budget allocation process	New Council premises fully compliant with the DDA
			g) Access details to be considered and documented in Plans of Management for parks and recreational facilities	As necessary	<u>Community Planning, City Assets, Major Projects,</u> Design Services, Access Committee	Existing staff resources	Revised or new Plans of Management to include access provisions

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Redevelopment plans for Council assets & facilities need to ensure access to public areas for people with a disability	1.4 Consideration to be given to access / DDA when undertaking any major project work or redevelopment	a) Access details to be considered and documented in Asset Management Plans	As necessary	City Assets, Major Projects, Access Committee	Existing staff resources	Revised or new Asset Management Plans include access provisions
			b) Tender documentation for design contracts to specify access requirements and compliance with the DDA	1 year then ongoing	City Assets, Major Projects, Procurement Services, Access Committee	Existing staff resources	All design contracts specify access requirements in line with the DDA
			c) Projects to be reviewed where possible by an Access Consultant and / or the Liverpool Access Committee	As necessary	City Assets, Major Projects, Access Committee	Considered during budget allocation process	Access consultants actively engaged & Access Committee briefed

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Footpaths and ramps need to be provided & maintained in order to provide access for people with a disability	1.5 Construct and maintain footpaths & kerb ramps in order to provide accessible paths of travel	a) Investigate and respond to access maintenance requests from people with disabilities	Ongoing	City Works, Neighbourhood Services	Existing budget allocation	Access maintenance requests considered and actioned
			b) Needs of people with disabilities to be considered as criteria for new footpath & ramp work	1 year then ongoing	City Assets, City Works, Neighbourhood Services	Existing staff resources	Needs of people with disabilities considered for new footpath & ramp work
			c) Install kerb ramps where possible when renovating footpaths	Ongoing	City Assets, City Works, Neighbourhood Services	Considered during budget allocation process	Installation of kerb ramps maximised during footpath work

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Footpaths and ramps need to be provided & maintained in order to provide access for people with a disability	1.5 Construct and maintain footpaths & kerb ramps in order to provide accessible paths of travel	d) Upgrade kerb ramps where possible when upgrading footpaths or gutters	Ongoing	City Assets, City Works, Neighbourhood Services	Considered during budget allocation process	Upgrade of kerb ramps maximised during footpath / gutter upgrades
		(continued)	e) Implement footpath & kerb ramp upgrades as identified in the CBD PAMP Study	Ongoing	City Assets, City Works, Neighbourhood Services,	Continued budget allocation & RTA funding	Footpaths & Kerb ramps upgraded in the CBD
		f) Conduct kerb ramp / footpath access audits of priority neighbourhood areas with a view to improving access	3 years	City Assets, Community Planning, City Works, Neighbourhood Services, Transport Planning, Design Services,	Explore grant opportunities/ to be considered as a new budget allocation	Footpaths in Priority neighbourhood areas audited and upgraded	

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Council needs to consider the signage needs of people with a disability	1.6 New signage to be accessible to all people	b) CBD Way-finding strategy to include access considerations	Immediately	Major Projects, Community Planning, Liverpool Access Committee	Considered during budget allocation process	CBD way-finding inclusive of all CBD users
			c) Erect signage, indicating existence of hearing loops & accessible toilets at relevant facilities	As required	<u>City Assets</u> Major Projects, Community Services, Community Planning	Considered during budget allocation process	Accessible signage provided
			d) Consider the use of tactile braille on relevant signage for people with vision impairment	As required	Major Projects, City Assets, Community Services, Community Planning	Considered during budget allocation process	Tactile braille included on Council signage
	Inappropriate placement of trees & street furniture hinders access by people with a disability	1.7 Ensure that trees & street furniture do not impede access	a) Prune trees & shrubs clear of pathways, signs & streetlights in order to maintain access	Ongoing	City Works, Neighbourhood Services, Neighbourhood Parks	Existing staff resources	Accessible paths of travel unobstructed by trees or shrubs

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
1. Physical Access	Inappropriate placement of trees & street furniture hinders access by people with a disability	1.7 Ensure that trees & street furniture do not impede access (continued)	b) Consider access when determining the location and types of trees planted	Ongoing	<u>Neighbourhood Parks, City Works, Neighbourhood Services, Major Projects, Natural Environment</u>	Existing staff resources	Tree roots & heights do not obstruct accessible paths of travel
			c) Uplifted tree roots causing trip hazards to be corrected	Ongoing	<u>City Works, Neighbourhood Services, Neighbourhood Parks</u>	Existing resources	Uplifting tree roots corrected so as not to obstruct accessible path of travel
			d) Consider access when determining location and type of public seating & other street furniture	As required	<u>City Works, Neighbourhood Services, Neighbourhood Parks, City Assets, Major Projects</u>	Existing staff resources/ considered during budget allocation process	Street furniture is accessible and does not obstruct accessible path of travel

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council functions & events need to be inclusive for people with a disability	2.1 Ensure that the needs of people with disabilities are taken into account when planning community events	a) Access to be considered when planning community events e.g; need for accessible portals etc.	Immediately	Corporate Services, Community Planning, Major Projects, Natural Environment, Casula Powerhouse, Library Services	Existing staff resources	Community events are inclusive of people with disabilities
			b) Community Events Planning Manual to be reviewed and amended to include access criteria	1 year	Corporate Services, Community Planning	Existing staff resources	Access criteria included in Council's Community Events Planning Manual
	Council communication processes need to be inclusive of people with a disability	2.2 Ensure that all Council communication is appropriate and compliant with principles of the DDA	a) Implement Disability Awareness Training for all customer contact staff	1 year then biannually	<u>Community Planning, Human Resources,</u> All relevant Council Units	Current & ongoing training budget allocation	Customer contact staff aware of how to respond to customers with a disability

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council communication processes need to be inclusive of people with a disability	2.2 Ensure that all Council communication is appropriate and compliant with principles of the DDA	b) New Council website to be fully 'Bobby' accessible for people with disabilities	1 year then ongoing	Corporate Services, Community Planning	Existing budget allocation	Council information included on website accessible to people with disabilities
		(continued)	c) Council's website to be used as a tool for access to information and services	Ongoing	Corporate Services, All other Council units	Existing staff resources	Capacity of Council website maximised by including relevant up to date information
		d) Place the Liverpool Disability Action Plan and related information for people with disabilities on Council's website	1 year then ongoing	<u>Community Planning</u> Corporate Services	Existing staff resources	Disability Action Plan accessible on Council's website	

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council communication processes need to be inclusive of people with a disability	2.2 Ensure that all Council communication is appropriate and compliant with principles of the DDA (continued)	e) Investigate the provision of hearing loops at Council's Customer Service areas, Liverpool Library and Casula Powerhouse	2-3 years	<u>Information & Customer Services, Casula Powerhouse, Library Services,</u> Community Services, Community Planning	To be considered as a new budget allocation	Council customer service areas accessible for people with hearing impairment
			f) Investigate the purchase of portable hearing loops to be used for meetings, consultations etc.	3-4 years	<u>Community Services, Community Planning</u>	To be considered as a new budget allocation	Council meetings accessible for people with hearing impairment
			g) Re-establish and promote Council's TTY service at Customer Service Call Centre	Immediately	<u>Information & Customer Services,</u> Community Planning	Existing resources	Council Customer Contact Centre accessible for people with disabilities

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council communication processes need to be inclusive of people with a disability	2.2 Ensure that all Council communication is appropriate and compliant with principles of the DDA	h) Investigate the provision of a TTY Service at Liverpool Library & Casula Powerhouse	2 years	Casula Powerhouse, Library Services, Community Planning	To be considered as a new budget allocation	Information on Liverpool Library & Casula Powerhouse accessible for people with disabilities
		(continued)	i) Customer related service staff to be trained in the use of TTY Service	Immediately on establishment of TTY Service	Information & Customer Services, Casula Powerhouse, Library Services, Community Planning	Existing resources	Relevant staff trained in use of the TTY service
		(continued)	j) Look into the provision of Auslan (sign) Interpreters for residents attending meetings when required	To be confirmed	Corporate Services, Community Planning	To be considered as a new / existing budget allocation	Council meetings accessible for people who are deaf / hearing impaired

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council communication processes need to be inclusive of people with a disability	2.2 Ensure that all Council communication is appropriate and compliant with principles of the DDA (continued)	k) Liverpool Disability Action Plan outcomes to be promoted and publicised through local media and disability groups	1 year then yearly	Community Planning Corporate Services,	Existing staff resources	Disability Action Plan outcomes promoted to the local community
	Council documents and advertising needs to be inclusive of people with a disability	2.3 Ensure that Council publications, material & advertising takes into account the needs of people with disabilities	a) Customise print material in large print for sight impaired residents or Committee members when required	As required	All Council Units	Existing staff resources	Council print material customised for people with disabilities upon request
			b) Information targeting people with disabilities (e.g; this document) to be made available in alternative formats (audio cassette, disc or braille)	As required	Community Planning, All Council Units	Considered during budget allocation process	Information targeted at people with disabilities is accessible

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Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council documents and advertising needs to be inclusive of people with a disability	2.3 Ensure that Council publications, material & advertising takes into account the needs of people with disabilities (continued)	c) Print information to be made available in alternative formats (disc, large font or braille) <i>upon request</i> from residents with disabilities	As requested	All Council Units Community Planning,	To be considered as a new budget allocation	Information requested by people with disabilities accessible as required
			d) Available TTY numbers to be advertised on all Council publications, material and advertising (e.g; Council Page) alongside Council's general number	Immediately then ongoing	<u>Corporate Services,</u> <u>Information & Customer Services,</u> <u>Financial Services,</u> All other Council Units	Existing staff resources	TTY service promoted to the local community
			e) Council documents / publications to be reviewed to ensure they are written in plain English	1 year then ongoing	<u>Information & Customer Services,</u> <u>Corporate Services,</u> <u>Financial Services,</u> Community Planning, All other Council Units	Existing staff resources	Council documents are clear and easy to read for people with disabilities

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council documents and advertising needs to be inclusive of people with a disability	2.3 Ensure that Council publications, material & advertising takes into account the needs of people with disabilities (continued)	f) Council documents / publications to be reviewed to ensure a minimum size 12 font or above where possible	1 year then ongoing	<u>Information & Customer Services,</u> Corporate Services, Financial Services, Community Planning, All other Council Units	Existing staff resources	Council documents are legible for people with vision impairment
			g) Council information, publications & advertisements to include the option of contacting Council by fax or e-mail	1 year then ongoing	<u>Information & Customer Services,</u> Corporate Services, Financial Services, Community Planning, all other Council Units	Existing staff resources	Options for contacting Council maximised for people with disabilities
			h) Produce a listing of accessible venues and toilets in the Liverpool area to be distributed and promoted to local organisations	2 years	Community Planning	Existing Staff resources / Student Placement	Listing produced and distributed

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council services need to be accessible for people with a disability	2.4 Ensure that direct Council Services are meeting the needs of people with disabilities and comply with the DDA	a) Council's Aged & Disability Worker to provide support, advice and information on disability related needs / issues internal and external to Council	Current ongoing	Community Planning	Existing annual budget allocation and grant funding	Council plays a key role in identifying and addressing the needs of people with a disability
		2.4 Ensure that direct Council Services are meeting the needs of people with disabilities and comply with the DDA	b) Council to provide / promote availability of MLAK upon application by residents with disabilities	Current ongoing	Community Planning	Existing resources / ongoing budget allocation	MLAK key made available to the community
		(continued)	c) Library to provide a range of access services for people with disabilities (e.g; large print books, computers etc)	Current ongoing	Library Services	Existing resources	Library plays a key role in providing accessible resources
			d) Library to provide a home library service for people who are housebound	Current ongoing	Library Services	Existing resources	Library service accessible to people where mobility is limited

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council services need to be accessible for people with a disability	2.4 Ensure that direct Council Services are meeting the needs of people with disabilities and comply with the DDA	e) Council Children Services to be inclusive and supportive of children with special needs	Current & ongoing	Community Services	Existing resources	Children's services accessible to children with disabilities
		(continued)	f) Council to provide accessible Council buses for use by disability related groups	Current & ongoing	Community Services	Existing resources	Council buses accessible by disability groups
			g) Council to provide community offices and facilities for lease / hire to disability related groups	Current & ongoing	Community Services	Existing resources	Council to provide facilities for disability groups

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council services need to be accessible for people with a disability	2.4 Ensure that direct Council Services are meeting the needs of people with disabilities and comply with the DDA	h) Council to provide expanded cultural related programs targeting people with disabilities	Current & ongoing	Casula Powerhouse Community Planning,	To be considered as an existing / new budget allocation	Cultural activities consider the needs of people with a disability
		(continued)	i) Council's Waste Management Services to respond to individual requests made by people with disabilities	Current & ongoing	Natural Environment Community Planning,	Existing resources	Waste management service responsive to the needs of people with a disability
			j) Plans for new Waste Management Contract to include specifications regarding the needs of residents with visual impairment & other disabilities	Long term	Natural Environment Community Planning,	Considered during contract renewal / allocation process	Waste management provider fully considers the access needs of people with disabilities

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
2. Information events & services	Council consultation should include people with a disability	2.5 Ensure that community consultation & planning is inclusive of all people with disabilities	a) Develop and integrate a 'Best Practice Consultation Protocol' for Council which takes into account the access needs of people with disabilities	2-3 years	Community Planning , All Relevant Council Units	Existing staff resources	Council consultation considers the access needs of people with a disability
			b) Strategic Community Planning documents to include and refer to the needs of people with disabilities	Immediately and ongoing	Community Planning	Existing staff resources	Community Planning processes inclusive of people with a disability
3. Traffic, Transport & Parking	Illegal use of accessible parking spaces & parking on footpaths	3.1 Ensure that illegal parking is enforced where possible	a) Council Parking Patrol Officers to frequently patrol and enforce designated accessible parking spaces in the CBD	Current & ongoing	City Works (Parking Patrol Officers) ,	Existing staff resources	Abuse of accessible parking spaces enforced
			b) Council Parking Patrol Officers to enforce the law with respect to cars parked on footpaths.	Current & ongoing	City Works (Parking Patrol Officers) , Liverpool Access Committee	Existing staff resources	Illegally parked cars on footpaths penalised for impeding access

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	Illegal use of accessible parking spaces & parking on footpaths	3.1 Ensure that illegal parking is enforced where possible (continued)	c) Investigate and pursue the opportunity to enforce accessible parking spaces in shopping centres	Current & ongoing	City Works (Parking Patrol Officers), Liverpool Access Committee	Existing staff resources	Abuse of accessible parking spaces in shopping centres enforced
	Insufficient availability of accessible parking bays	3.2 Requests for accessible parking	a) Consider and respond to requests from residents with disabilities for the provision of accessible parking spaces	Current & ongoing	<u>Transport Planning, Traffic Committee,</u> Liverpool Access Committee	Existing staff resources	Increased level of accessible parking spaces
			b) Requests for accessible parking to be referred to the Liverpool Access Committee for recommendation to the Traffic Committee	Immediately	<u>Transport Planning, Traffic Committee,</u> Liverpool Access Committee	Existing staff resources	Liverpool Access Committee informed of requests for additional accessible parking spaces
			c) Recommendations from the Liverpool Access Committee for additional accessible parking spaces to be considered by the Traffic Committee	Immediately	<u>Traffic Committee,</u> Transport Planning, Liverpool Access Committee	Existing staff resources	Recommendations for parking made by the Access Committee to Council for accessible spaces

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	Accessible parking bay dimensions / location at times limiting	3.3 Design & location of new accessible parking bays	a) Ensure that the provision of accessible parking spaces complies with relevant standards in relation to design and number	Current & ongoing	Transport Planning, Design Services, RTA	Existing staff resources	Provision of accessible spaces complies with standards
			b) Ensure that new street accessible parking bays are located in close proximity to kerb ramps, entrances and accessible paths of travel	Current & ongoing	Transport Planning, Design Services, RTA	Existing staff resources / access to be considered during budget allocation	Location of spaces considered
	People with a disability experience difficulty accessing transport	3.4 Needs of people with disabilities to be included in Council's Transport Planning processes	a) When undertaking traffic & transport related studies refer to the Liverpool Access Committee for comment	Immediately then ongoing	Transport Planning, Liverpool Access Committee	Existing staff resources	Disability Access needs fully considered in Council transport studies
			b) Ensure all new bus stops are accessible and preferably covered from weather	As required	Transport Planning, City Assets	Existing staff resources/ considered during budget and contract allocation process	New bus stops are accessible for people with a disability

Responsibility Key: Black Text = Primary Responsibility Unit Grey Text = Secondary responsibility Unit

Underlined Text = Lead Unit

Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	People with a disability experience difficulty accessing transport	3.4 Needs of people with disabilities to be included in Council's Transport Planning processes	c) Audit existing bus stops (where accessible buses travel) with respect to providing adequate kerbing, seating and access	1 year then ongoing	Transport Planning, City Assets, Community Planning, Liverpool Access Committee	Existing staff resources / upgrades to be considered during budget allocation / Grant funding	Existing bus stops are audited with a view to upgrade where needed
		(continued)	d) Include access criteria when planning and designing traffic facilities such as road crossings, traffic islands, median strips etc. to be accessible	As required	Transport Planning, City Assets. Design Services	Existing staff resources / considered during budget and contract allocation process	Traffic facilities provided are accessible
	Community attitudes prevent people with a disability accessing transport	3.5 Raise community awareness about the transport needs of people with disabilities	a) Undertake a public awareness campaign on the needs of pedestrians and road users with disabilities	2 years then biannually	Transport Planning, Community Planning	Existing staff resources / grant opportunities	Community aware of the transport needs of people with a disability
			b) Ensure membership of people with disabilities in the Liverpool Transport Taskforce	2 years then biannually	Transport Planning, Community Planning, WSCF	Existing staff resources	People with disabilities able to raise and action issues through existing networks

Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	Needs of people with disabilities should be considered when planning transport requirements	3.6 Identify and address the needs of people with disabilities who may either be pedestrians or users of public transport	a) Provide an accessible path of travel to new transport nodes wherever possible	As required	<u>Transport Planning, City Assets</u>	Considered during budget allocation	New transport nodes are accessible by people with a disability
			b) Consider the need for the provision of an accessible path of travel to existing transport nodes	1 year then ongoing	<u>Transport Planning, City Assets, Access Committee, Community Planning</u>	To be considered as footpath works program / new budget allocation	Existing transport nodes are audited with a view to upgrade where needed
			c) Implement upgrade work to footpaths and kerb ramps in the Liverpool CBD in alignment with the PAMP	Current & ongoing	<u>City Assets, Liverpool Access Committee</u>	Existing grant & ongoing budget allocation	% of Footpaths & Kerb ramps upgraded in the CBD

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Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	Needs of people with disabilities should be considered when planning transport requirements	3.6 Identify and address the needs of people with disabilities who may either be pedestrians or users of public transport	d) Conduct kerb ramp / footpath access audits of priority neighbourhood areas with a view to improving access	2-3 years	City Assets, Community Planning Transport Planning, Access Committee,	Explore grant opportunities/ to be considered as a new budget allocation	Footpaths in Priority neighbourhood area audited and upgraded
		(continued)	e) Lobby the State Government and State Rail Authority to upgrade access at Warwick Farm & Casula Train Stations	Current & ongoing	<u>Transport Taskforce,</u> Transport Planning, Access Committee	Existing staff resources	Lobbying strategies identified and maximised Upgrades secured
			f) Lobby local bus companies to increase the provision of accessible bus services	Current & ongoing	<u>Transport Taskforce,</u> Transport Planning, Access Committee	Existing staff resources	Lobbying strategies identified and maximised Access to bus services increased

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Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
3. Traffic, Transport & Parking	Needs of people with disabilities should be considered when planning transport requirements	3.6 Identify and address the needs of people with disabilities who may either be pedestrians or users of public transport (continued)	g) Produce a map for the Liverpool CBD indicating accessible pedestrian routes, amenities and parking spaces	Within 1 year	Transport Planning, Community Planning, Access Committee,	WSCF funds / Council in kind support	CBD map includes information on accessible amenities
4. Employment	People with a disability are not able to access employment opportunities	4.1 Develop & support employment opportunities for people with disabilities	a) Review Council's EEO Policy & Management Plan to include information on the DDA and Council's commitment to inclusive employment practices	1-2 years	Human Resources, Community Planning	Existing staff resources	EEO Policy & Management Plan refers to inclusive employment opportunities
			b) Review Council's recruitment procedures to include information on employment of people with disabilities	1-2 years	Human Resources, Community Planning	Existing staff resources	Recruitment process considers the needs of applicants with a disability
			c) Provisions of the DDA to be included in Council's EEO Training Sessions	1 year	Human Resources, Community Planning	Existing staff resources	Staff trained on disability issues relating to EEO

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Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
4. Employment	People with a disability are not able to access employment opportunities	4.1 Develop & support employment opportunities for people with disabilities (continued)	d) EEO principles relating to people with disabilities to be included in competency assessment protocols	1 year	Human Resources, Community Planning	Existing staff resources	EEO principles included in staff competency assessment schedules
			e) Employment advertisements to include a clause conveying Council's commitment to EEO principles	Current & ongoing	Human Resources	Existing staff resources / considered during budget allocation	Job vacancy Advertisements clearly state Council's commitment to EEO
			f) Investigate and implement principles of reasonable adjustment in the workplace and inform all relevant supervising staff	1 year then ongoing	Human Resources, Community Planning	Existing staff resources / to be considered as a new HR budget allocation	Staff informed and able to apply principles of reasonable adjustment in the workplace
			g) Review documents sent out to potential applicants, to include a statement encouraging applicants to discuss any special needs during the selection process	1 year	Human Resources, Community Planning	Existing staff resources	People with disabilities encouraged to communicate special needs

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Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
4. Employment	People with a disability are not able to access employment opportunities	4.1 Develop & support employment opportunities for people with disabilities (cont)	h) Investigate opportunities for the employment of people with low to moderate disabilities in appropriate roles within Council	3-5 years	Human Resources	Existing staff resources	Council actively seeking out employment opportunities for people with a disability
	Council staff need to be made aware of disability issues	4.2 Increase staff awareness around disability issues	a) Implement Disability Awareness training for relevant Human Resources / Managers and other supervisory staff	1 year then biannually	Human Resources, Community Planning, All other Council Units	Current budget allocation	Staff trained on disability issues
			b) Include information on DDA in selection techniques training for members of interview panels	1 year then biannually	Human Resources, Community Planning, All other Council Units	Existing staff resources	Staff trained on disability issues relating to selection
			c) Orientation program to include an information segment on the DDA and Council's Disability Action Plan	1 year then biannually	Human Resources, Community Planning	Existing staff resources	New staff briefed on Council's obligations under the DDA
			d) Expand membership of the Liverpool Access Committee to include staff from various business units	1 year then biannually	Community Planning, Relevant Council Units	Existing staff resources	Relevant units represented on Access Committee leading to enhanced communication

Liverpool City Council

Liverpool Disability Action Plan 2004

Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
5. Planning & Development	Council development processes need to include access criteria	5.1 Ensure planning codes comply with the requirements of the DDA	a) Access issues to be considered and included in the review of Council's LEP & relevant DCPs	Immediately & ongoing	<u>City Development, Major Projects,</u> Access Committee	Existing staff resources	Existing Council planning instruments detail the need to provide community access
			b) Access issues to be considered and included in the development of new DCPs (e.g; for new release areas)	Current & ongoing	<u>City Development, Major Projects,</u> Access Committee	Existing staff resources	New Council planning instruments detail the need to provide community access
			c) Relevant DCPs under review or development to be referred to Council's Aged & Disability Worker and / or the Liverpool Access Committee for comment	Immediately & ongoing	<u>City Development, Major Projects,</u> Access Committee	Existing staff resources	Council planning instruments consider access provision to the fullest extent possible
			d) Investigate the longer term need to develop a specific DCP on Access	3-5 years	<u>City Development,</u> Access Committee	Existing staff resources	Existing Council planning instruments detail the need to provide community access

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
5. Planning & Development	Council development processes need to include access criteria	5.1 Ensure planning codes comply with the requirements of the DDA	e) DCPs pertaining to residential areas to include controls relating to adaptable & flexible housing for people with disabilities	1 year & ongoing	City Development, Major Projects, Access Committee	Existing staff resources	Flexible housing choices provided for people with disabilities
			f) New Release DCPs to include controls for overcoming the inaccessibility of Roll Top Kerbing	Current & ongoing	City Development, Access Committee	Existing staff resources	Community access in release areas maximised
	All new public developments must be accessible	5.2 Ensure that access is considered in the assessment process of all new public developments	a) Develop a referral protocol to facilitate input and comment on relevant 'public developments' by the Liverpool Access Committee and / or the Aged & Disability Worker	Immediately	Community Planning, City Development, Access Committee	Existing staff resources	Community access in new 'public developments' maximised
	Council planning staff need to be aware of disability access issues	5.3 Ensure that planning related staff are aware of access issues and Council's obligations under the DDA	a) City Development staff to receive disability awareness & technical access training	1-2 years then biannually	Community Planning, Human Resources, City Development	To be considered as a new budget allocation	Staff trained and aware of technical access criteria

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
5. Planning & Development	Council staff need to be aware of disability access issues	5.3 Ensure that planning related staff are aware of access issues and Council's obligations under the DDA (cont)	b) Expand membership of the Liverpool Access Committee to include attendance of City Development Staff	Immediately then ongoing	City Development, Access Committee	Existing staff resources	Relevant units represented on Access Committee leading to enhanced communication
	All new public developments must be accessible	5.4 Ensure new developments comply with the DDA where appropriate	a) Develop a brochure to inform builders and developers of their obligations under the DDA	1 year	Community Planning, City Development,	Existing staff resources	Brochure on DDA developed and distributed to developers
			b) Encourage higher level of access beyond BCA in order to comply with DDA	Immediately	City Development	Existing staff resources	Developers required to consider compliance with DDA
			c) Encourage developers and builders to engage Access Consultants when designing and submitting applications for Council approval	Immediately	City Development	Existing staff resources	Developers encouraged to engage Access Consultants
			d) When assessing development applications ensure level access to main entry of shops, commercial and other public buildings	Immediately	City Development	Existing staff resources	Entries to new public buildings are fully accessible

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
5. Planning & Development	Access criteria needs to be enforced following development approval	5.5 Ensure that access is enforced following development approval	a) Access criteria to be applied as a condition of consent	Immediately	City Development	Existing staff resources	Access conditions applied during development approval process
			b) Access to be assessed prior to the approval of certification	Immediately	City Development	Existing staff resources	Access conditions enforced during certification process
			c) Investigate and enforce post-occupation access complaints	Current & ongoing	City Development Access Committee	Existing staff resources	Access conditions enforced following occupation
6. Awareness	Cllrs & staff need to be aware of the needs of people with a disability	6.1 Increase Councillor & staff awareness of access issues and the needs of people with disabilities	a) Invite Councillors to a disability awareness briefing session	6 months then biannually	<u>Community Planning, Councillors</u> Corporate Services,	Current staff resources	Councillors briefed on disability access issues

Responsibility Key: Black Text = Primary Responsibility Unit Grey Text = Secondary responsibility Unit

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
6. Awareness	Cllrs & staff need to be aware of the needs of people with a disability	6.1 Increase Councillor & staff awareness of access issues and the needs of people with disabilities (continued)	b) Councillors to be invited to attend and participate on the Liverpool Access Committee	Current & ongoing	Community Planning, Councillors, Corporate Services,	Resources not required	Councillors attending the Liverpool Access Committee
			c) Councillors & staff to be invited to attend the public launch of the Disability Action Plan	Immediately	<u>Community Planning (Aged & Disability Worker), All Council Units</u>	Resources not required	Cllr & Staff attending the launch of the Disability Action Plan
			d) Council's Aged & Disability Worker to provide advice and information to Council on access related matters	Current & ongoing	Community Planning (Aged & Disability Worker)	Current staff resources	Council kept up to date on access issues affecting people with a disability
			e) Implement disability awareness training for all customer contact staff (refer to 2.2a)	1 year then biannually	<u>Community Planning (Aged & Disability Worker), Human Resources, All Relevant Council Units</u>	Current and continuing budget allocation	Customer contact staff aware of how to respond to customers with a disability

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
6. Awareness	Cllrs & staff need to be aware of the needs of people with a disability	6.1 Increase Councillor & staff awareness of access issues and the needs of people with disabilities (continued)	f) Develop, adopt and promote an Access Policy outlining Council's commitment to achieving a City that is fully accessible to all members of the community	1-2 years	Community Planning (Aged & Disability Worker), Corporate Services, All relevant Council Units	Current staff resources	Access policy adopted by Council
			a) Arrange and promote a public launch of the Liverpool Disability Action Plan	Immediately	Community Planning, Access Committee, Corporate Services	Existing budget allocation	Disability Action Plan publicly launched with community participation
			b) Explore opportunities to celebrate and promote International Day of People with Disabilities in Liverpool	1-2 years	Community Planning, Access Committee, Corporate Services	Explore grant opportunities/ to be considered as a new budget allocation	Council involved in events promoting Int. Day of People with a Disability in Liverpool
			c) Promote and distribute an information brochure on services available for people with disabilities in Liverpool	Current & ongoing	Community Planning (Aged & Disability Worker)	Existing staff resources	Information brochure produced and distributed
	Community does not always consider the needs of people with a disability	6.2 Raise community awareness of the needs of people with disabilities	d) Lobby and advocate to ensure that facilities and services are accessible for people with disabilities living within the community	Current & ongoing	Access Committee Community Planning,	Existing staff resources	Facilities and services are accessible to people with a disability

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
6. Awareness	Community does not always consider the needs of people with a disability	6.2 Raise community awareness of the needs of people with disabilities (continued)	e) Support & resource disability related forums & networks to identify and address the unmet needs of people with a disability	Current & ongoing	<u>Community Planning, Access Committee</u>	Existing staff resources	Needs of people with a disability identified and addressed
	Council should act upon access concerns raised by residents	6.3 Access Committee to effectively improve and alleviate access difficulties experienced by people with disabilities	a) Liverpool Access Committee to meet regularly in order to discuss and act upon access barriers in Liverpool	Current & ongoing	<u>Access Committee, Community Planning, Relevant Council Units</u>	Existing resources	Liverpool Access Committee continues to function as a Committee of Council
			b) Membership of the Liverpool Access Committee to be expanded to encourage further representation from Council staff and members of the community	refer to 4.2	<u>Community Planning, Access Committee, Relevant Units of Council</u>	Existing staff resources	Relevant units represented on Access Committee leading to enhanced communication

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Result Area	Issue	Strategy	Action	Timeframe	Responsibility	Resources	Outcome
6. Awareness	Council should act upon access concerns raised by residents	6.3 Access Committee to effectively improve and alleviate access difficulties experienced by people with disabilities	c) Assist residents to raise access matters with the Liverpool Access Committee by distributing and promoting the 'Liverpool Access Committee' brochure	Immediately	Access Committee, Community Planning, Information and Customer Services	Existing resources	Liverpool Access Committee Brochure distributed and promoted to residents
		(continued)	d) Council staff to attend or table relevant matters for feedback / consultation to the Access Committee	Immediately then ongoing	<u>Relevant Council Units, Community Planning</u>	Existing resources	Liverpool Access Committee consulted on relevant matters

Responsibility Key: **Black Text** = Primary Responsibility Unit

Grey Text = Secondary responsibility Unit

Underlined Text = Lead Unit

6 Monitoring, review and evaluation

In order to ensure successful implementation of DAP strategies, the Plan includes a monitoring, review and evaluation component.

As the DAP is strongly associated with Liverpool City Council's vision and objectives, the plan will complement Council's Corporate Plan. Strategies as set out in the DAP are to be incorporated within Council's Corporate Plan.

Similar to the Corporate Plan, the DAP is also to be distributed and communicated to all managers and staff. The DAP is also to be made available to the community through Council's website, hard copies and copies made available in alternative formats.

As the DAP is a Council response to the DDA, once adopted the DAP should be lodged with HREOC for public posting at www.hreoc.gov.au.

6.1 Ongoing review & monitoring

Regular six monthly review & monitoring of the DAP will involve:

- ❑ Establishment of a reporting mechanism for Council Units involved in the implementation of the Plan
- ❑ Each unit to nominate a representative to be the contact / communication point for implementation of strategies within the DAP
- ❑ Unit representatives to provide a six monthly update of DAP implementation within reporting mechanism
- ❑ Strategies may be modified as required to achieve specific DAP result areas following negotiations with Community Planning
- ❑ Results of the review / monitoring process to be presented to the Liverpool Access Committee on a 6 monthly basis for progressive evaluation and endorsement
- ❑ Overall effectiveness of the DAP to be measured against outcomes achieved as identified in Section 4 of the Plan.

6.2 Formal Annual Reviews

These reviews should include but not be limited to:

- Relevance and usefulness of the DAP as perceived by internal and external stakeholders through consultation
- Continuing public awareness raising and promotion of DAP outcomes met by Council
- Annual report provided to the General Manager and Council
- Annual reports made available to local residents

6.3 Final fifth year review

This DAP is a five year plan from 2003 – 2007. In addition to the annual review process, the final fifth year review should include:

- Complete review and evaluation of the DAP by an independent body
- Adoption and publication of a new and updated DAP for implementation over ensuing years

A detailed review and publication of the new DAP is to be undertaken in 2008.

7. Contacts & References

7.1 Relevant local and national organisations

Australian Building Codes Board
GPO Box 9839 Canberra ACT 2601
Phone: 1300 134 631

ACROD
1 – 5 Commercial Road
Kingsgrove NSW 2208
Phone: (02) 9554 3666

Australian Quadriplegic Association (AQA)
1 Jennifer Road
Little Bay NSW 2036
Phone: (02) 9661 8855

Blind Citizens of Australia (BCA)
11A Ethel Street
Burwood NSW 2134
Phone: (02) 9744 1575 www.bca.org.au

Human Rights & Equal Opportunity Commission (HREOC)
Level 8, Piccadilly Tower
133 Castlereagh Street
Sydney NSW 2000
Phone: (02) 9284 9600

Independent Living Centre
600 Victoria Rd Ryde 2112
Phone: (02) 9808 2233

NICAN
PO Box 407
Curtin ACT 2605
Phone: (02) 6285 3713

NSW Anti-Discrimination Board
Level 17, 201 Elizabeth Street
Sydney NSW 2000
Phone: (02) 9268 5555

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NSW Disability Discrimination Legal Centre

1-5 Meeks Street
Kingsford NSW 2032

Physical Disability Council of NSW

Unit3 / 184 Glebe Point Rd Glebe 2037
Phone: (02) 9552 1606

Self Help for Hard of Hearing People (SHHH)

1334 Pacific Highway
Turrumurra NSW 2074
Phone: (02) 9449 3281

Spinal Cord Injuries Australia

Level 1, 184 Bourke Road
Alexandria NSW 2015
Phone: (02) 9693 1666

Standards Australia

286 Sussex St Sydney 2000
Phone: 1300 654 646

For other information on disability / access related groups contact Council's Aged & Disability Worker – Community Planning.

7.2 References

Australian Bureau of Statistics

Australian Standards 1428 Parts 1, 2, 3 & 4: Design for Access and Mobility

Australian Standards 4299: Adaptable Housing

Standards Australia, 1995

Australian Standards 2890: Car parking

Standards Australia, 1993

Australian Standards 1735: Lifts, escalators and moving walks

Standards Australia, 1994

Australian Standards 4360 Risk Management

Standards Australia, 1999

www.statewide.gov.au

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Building Code of Australia

NSW Government, 1996 and amendments to date

Deafness Resource Guide 2000-2001

Deafness Resources Australia

Disability Discrimination Act

Australian Federal Government 1992

Discussion paper on a protocol for administering building work in new and existing buildings, draft version 5 July 1999

Australian Building Codes Board

www.abcb.gov.au

Guidelines for effective signage: Buildings and Facilities

City of Joondalup and City of Wanneroo

Enquiries to Mr James Kirton

Manager Organisational and Strategic Development

City of Joondalup

Phone: (08) 9400 4523

Human Rights and Equal Opportunity Commission (HREOC)

www.hreoc.gov.au

Disability Discrimination Act Action Plans: Guide for State & Territory Government Departments and Agencies

http://www.hreoc.gov.au/disability_rights/action_plans/State_Guide/state_guide.html

HREOC Advisory Notes on Access to Premises (June 1997)

Disability Discrimination Commissioner

<http://www.hreoc.gov.au/disabil/access.htm>

Local government liability for permitting inaccessible development

http://www.hreoc.gov.au/disability_rights/buildings/permit.htm

Revised draft Disability Discrimination Act Disability Standards: Employment

http://www.hreoc.gov.au/disability_rights/standards/Employment.../employment_draft.htm

The Disability Discrimination Act and employment of people with a disability

http://www.hreoc.gov.au/disability_rights/speeches/Employment_98/employment_98.html

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Randwick City Council – DDA Action Plan
Leichhardt Municipal Council – DDA Action Plan
North Sydney Council – DDA Action Plan
Strathfield Municipal Council – DDA Action Plan
Baulkham Hills Shire Council – DDA Action Plan

7.3 Glossary

Accessible

Able to be approached, entered and used by people with physical, sensory or intellectual disabilities

Access Policy

Ensures equal opportunity for all persons regardless of disability. The aim of the Policy is to incorporate the access guidelines and to ensure that access for everyone including people with disabilities and older people is provided within all Council facilities and services.

The Policy is aimed at promoting and implementing equitable, inclusive and accessible practices in response to the Disability Discrimination Act 1992 relevant legislation, codes and requirements.

Accessible path of travel

An uninterrupted path of travel to and within a building providing access to all required facilities. For non-ambulatory people, this accessible path shall not incorporate any step, stairway, turnstile, revolving door, escalator or other impediment that would prevent it from being safely negotiated by people with disabilities.

Accessible toilet (unisex sanitary facility)

A toilet, which is available for use by both sexes and is located so that access does not necessitate traversing an area reserved for one sex only. Specifications for complying facilities are provided in AS 1428.1 clause 10

Alternative Formats

Refers to information provided in other formats than standard printed text. This may include large print, braille, audio, or electronic formats

Auslan

Australian Sign Language (Auslan) is English conveyed through sign language, which is used throughout Australia by people who are deaf and / or mute. Not universally used throughout the world as each language / country has it's own interpretation of signing.

Bobby

A comprehensive web accessibility software tool designed to help expose and repair barriers to access. Websites which are identified as 'Bobby' compatible, usually mean that they are accessible.

Building Code of Australia (BCA)

The BCA is a uniform set of technical provisions for the design and construction of buildings and other structures throughout Australia. The BCA is maintained by the Australian Building Codes Board of Australia on behalf of the Commonwealth Government and each State and Territory Government.

Circulation space

Refers to net unobstructed area for a minimum height of 2000mm above the finished floor or ground surface.

Conciliation

This is a process that occurs when a complaint has been lodged with HREOC. During conciliation the complainant and respondent meet with the Commissioner to seek a satisfactory outcome prior to attending a formal hearing. If agreement between parties can be reached then a formal hearing may not be required.

Council Facility

All assets and infrastructure provided by Council for community use including property, buildings, parks & reserves, recreational facilities. Can also refer to road and transport assets.

Disability Discrimination Act (DDA)

Commonwealth legislation enacted in 1993. Essentially the Disability Discrimination Act makes it unlawful to discriminate against a person on the basis of a disability. The Disability Discrimination Act encompasses the provision of goods, services and facilities.

Discrimination

This refers to less favourable treatment of a person with a disability than other people experience using the same service or facility. Discrimination may be direct or indirect.

- Direct discrimination occurs when people with disabilities are treated less favourably than people who do not have a disability.
- Indirect discrimination occurs when a person with a disability is required to meet a condition or requirement that the person does not or cannot meet. In this case proportionately fewer people with rather than without the disability can meet the requirement.

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Development Control Plan (DCP)

A Council planning document which sets out a number of development guidelines / controls in a local area. Contents of a DCP outline development application (DA) requirements which developers have to comply with.

Hearing Augmentation / Loops

A listening system to assist people with hearing impairment. Hearing loop or FM systems are most commonly utilised.

Hearing loops assist people with a T switch on their hearing aid. The hearing aid amplifies information received by a microphone effectively dampening other sounds and interference. When the T switch is in use, conversation with other people is hampered, as it is no longer amplified.

Human Rights and Equal Opportunity Commission (HREOC)

Commonwealth statutory authority responsible for administering a number of Commonwealth laws relating to human rights and anti-discrimination. The Commission also acts as a decision-making tribunal when matters cannot be conciliated. It makes these decisions after holding formal inquiries.

Master Locksmith Access Key (MLAK)

An MLAK is an innovative key lock system, which allows 24 hour a day access to public toilets for people with a disability.

Pedestrian Access & Mobility Plan – PAMP

A PAMP study provides Councils with a framework to improve pedestrian networks within a particular locality in order to enhance safety, convenience and mobility.

Reasonable Adjustment

Overcoming the elements of a workplace that prevent a person with a disability performing the inherent requirements of a particular task. Such alterations must be made by the employer to ensure equal opportunity unless provision of the alterations would impose an unjustifiable hardship.

Telephone Typewriter (TTY)

Device attached to a telephone line that allows callers to communicate by typing messages that are seen by the person at the other end of the line in real time.

Unjustifiable Hardship

This term is not specifically defined in the Disability Discrimination Act but is determined by *all* the circumstances of a given situation including the following:

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1. The nature of the benefit or detriment likely to accrue or be suffered by any persons concerned; and
2. The effect of the disabilities of a person concerned; and
3. The financial circumstances and the estimated amount of expenditure required to be made by the person claiming unjustifiable hardship; and
4. In the case of the provision of services or the making available of facilities – an action plan given to the Commission.

This means a person or organisation may claim that providing a particular level of access required by the person with a disability would be technically impossible, impose major difficulties or involve unreasonable costs.

Western Sydney Community Forum (WSCF)

A community non-profit organisation providing community development services in Western Sydney.

8	Appendix
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1. Liverpool City Council Organisational Chart
2. Liverpool Access Committee Brochure

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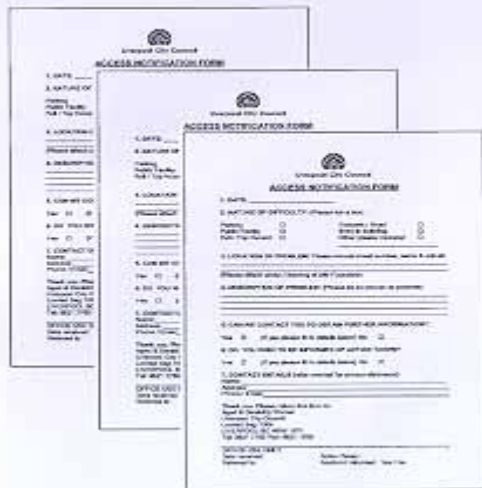
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(INSERT ORGANISATIONAL CHART AS AT FEB 2004)

CONTACTING THE COMMITTEE

The Liverpool Access Committee can help you if you are experiencing access difficulties due to a disability or if you have identified a barrier. You can make contact with the Committee in order to have these matters discussed and addressed.

You can raise access matters with the Committee by filling in an Access Notification Form, which is available through Council. To obtain or lodge an Access Notification form, contact Council's Aged & Disability Worker.



CONTACT DETAILS

Aged & Disability Worker
 Liverpool City Council
 Customer Service Centre
 193 Macquarie Street Mall
 LIVERPOOL NSW 2170

Phone: 9821 7759
 Fax: 9821 1839
 TTY: 9821 8800

Postal address:
 Liverpool City Council
 Locked Bag 7064
 LIVERPOOL BC 1871

Website:
www.liverpool.nsw.gov.au

E-mail:
lcc@liverpool.nsw.gov.au



LIVERPOOL ACCESS COMMITTEE

Improving Access for People with Disabilities

WHAT IS ACCESS?

People with disabilities living in the community often experience barriers due to a lack of access. Ensuring access means that all people including people with disabilities have equitable access to facilities, information and services available to the community.

Access can be related to the following;

- Parking
- Transport
- Ramps
- Crossings
- Stairs
- Signage
- Rails
- Switches
- Counters
- Telephones
- Seating
- Lifts
- Toilets
- Surfaces & Footpaths
- Steps & Street Furniture
- Doors, Gates and Entrances
- Vending Machines & ATM's

Poor access affects people with physical, intellectual and sensory disabilities, wheelchair users, senior citizens, parents with prams as well as people with temporary disabilities. Improved access benefits the whole of the community.

LIVERPOOL ACCESS COMMITTEE

The Access Committee aims to challenge and remove access barriers, which prevent people from participating fully within the community.



The Access Committee was established by Council to provide advice to Council on improving and alleviating access difficulties.

ACCESS COMMITTEE AIMS

Aims of the Access Committee are to:

- Lobby, advocate and act in ways to ensure that facilities and services are accessible for people with disabilities within the community
- Inform Council on access issues
- Act as an action group
- Raise community awareness of access issues
- Monitor the implementation of Council's Disability Action Plan (currently under development)

ACCESS COMMITTEE MEMBERSHIP

The Access Committee is made up of

- People with disabilities & carers
- Disability organisations
- Councillors
- Interested individuals
- Council Officers

Nominations from the community are welcome.

If you are interested in joining the Liverpool Access Committee, contact Council's Aged & Disability Worker for a nomination form. Refer to contact details on the back of this pamphlet.

MEETING DETAILS

The Liverpool Access Committee meets every second Wednesday of the month from 1.00pm – 3.00pm.

Meetings are held in the Liverpool Room at Liverpool City Council's Administration Building, 1 Hoxton Park Road, LIVERPOOL NSW 2170

Liverpool City Council

Liverpool Disability Action Plan 2004

The artwork illustration on the front cover titled 'Study of Liverpool Mall' was produced in Spring 2003 by Stephen Corry - a Sydney based visual artist who has a disability. Stephen enjoys illustrating images depicting life, Australian genre & working class issues. For more information on the artist please contact Council's Community Planning Unit on 9821 7759.