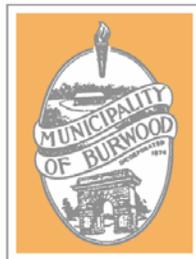


Burwood Council DDA Action Plan



BURWOOD COUNCIL

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ADOPTED AUGUST 2001

Updated April 2007

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Part A - Introduction

Executive Summary

Burwood Council has formulated this Action Plan in recognition of the responsibility under the Commonwealth Disability Discrimination Act (DDA) to provide access for people with a disability to parks, buildings, facilities, services, information and communication systems owned and operated by Council.

Council acknowledges that it has a responsibility to ensure that access is provided to public facilities and services. In recognition of this responsibility Council has, in recent years, considered the needs of people with disabilities in a wide range of areas and has been seeking to improve the accessibility of public domain areas, pedestrian pathways, parklands and buildings.

Through an ongoing process of involving the community in issues relating to access for people with disabilities Council engaged the Australian Quadriplegic Association to assist in the development of the Disability Action Plan. The plan is a five year program that will build on the existing achievements in providing accessible facilities.

Improvements are also being realised through the inclusion of access requirements for public buildings in the building approvals process. Council also seeks to involve the Access Committee in the assessment and planning application of all key public buildings which are considered by Council.

In formulating the Disability Action Plan facilities and services have been reviewed to assess their accessibility. From the access audits the plan has identified elements of facilities and services which are a barrier for people with disabilities and has developed strategies to remove the barrier. To implement the strategies and actions Council has then established priorities to ensure that funding made available over a five year program will result in the greatest benefit for as many people with a disability in the community as possible.

The Action Plan provides a framework for creating an accessible community through detailed strategies and priorities:

1. Developing pedestrian pathways to provide continuous accessible paths of travel which will link previous upgrade work to transport systems, commercial and recreational precincts.
2. Upgrading accessibility of Council parklands, buildings and facilities.
3. Ongoing strategies to incorporate access issues into the Development Application approvals processes.
4. Implementation and review strategies for Council's Development Control Plans, which provides the foundation planning control to ensure future public building works in Burwood will be accessible to all.

Monitoring the progress of the Disability Action Plan implementation, Council's Annual Report will also include an update of achievements against the Disability Action Plan.

Whilst Council has considered the Disability Action Plan in great detail it also welcomes comment from the community for addition and amendment as the needs of the community continue to evolve.

Mark Relf
Project Consultant

Background

This action plan has been formulated by Burwood Council to comply with the legislative responsibility under the Commonwealth Disability Discrimination Act (DDA).

Section 3 of the Act states its primary objectives as being:

- “
- to eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of:
 - (i) work, accommodation, education, access to premises, clubs and sport; and
 - (ii) the provision of goods, facilities, services and land; and
 - (iii) existing laws; and
 - (iv) the administration of Commonwealth laws and programs; and
 - to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
 - to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.”

Sections 60 and 61 of the Act make provision for the development of action plans by a service provider such as Burwood Council.

Section 61 identifies the process and methodology for establishing and monitoring an action plan. These include:

- “
- (a) the devising of policies and programs to achieve the objects of this Act; and
 - (b) the communication of these policies and programs to persons within the service provider; and
 - (c) the review of practices within the service provider with a view to the identification of any discriminatory practices; and
 - (d) the setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed; and
 - (e) the means, other than those referred to in paragraph (d), of evaluating the policies and programs referred to in paragraph (a); and
 - (f) the appointment of persons within the service provider to implement the provisions referred to in paragraphs (a) to (e) (inclusive).”

Purpose of a DDA Action Plan

The aim of a Disability Action Plan is to establish a community which is inclusive of people with disabilities in aspects of community life in a manner which:

- promotes equality and rights to access all aspects of community life,
- promotes recognition and acceptance, and
- recognises their participation and contribution.

Each step in the process towards developing a plan should allow for a) raising the awareness of Council staff and the community on matters concerning disability discrimination, and b) developing a cultural change which will create a participative and inclusive community.

The four-step process which was undertaken in the development of this Action Plan is briefly outlined below. In accordance with the provisions of the DDA, the process aimed to involve Council staff, Councilors, people with disabilities and people who represent in the community. The process included the following:

1. Consult with staff through a survey to gauge disability awareness amongst staff relating to disability discrimination, access to the built environment, provision of information, communication systems and customer service policies and practices.
2. Consult with people with disabilities and those who represent them to; obtain their views concerning barriers they experience in their daily life; their relationship with Council; seek information about their goals and aspirations; inform them of their rights under the DDA; and develop goals and strategies to overcome barriers that are the responsibility of Council.
3. Review and Audit Council's buildings and facilities, planning controls, development assessment processes, programs, policies and procedures, to identify possible discriminatory facilities, policies and practices.
4. Develop strategies and plans which seek to eliminate any discrimination identified in the consultation and review process.

The Action Plan includes timelines and priorities given for implementing the strategies.

Methodology for development of the Action Plan

Consistent with provisions of the DDA the development of the Action Plan has incorporated a number of key functions and activities outlined in the above process. A summary of the tasks follows:

Staff Training and Consultation

- A staff briefing was provided at the commencement of the project, which aimed to inform and consult on issues relevant to disability access and practices in their area of work in Council. This was followed by distribution of a staff survey to identify the access issues that can impact on how people with disabilities use Council services and facilities and capture those perceptions in written form. (See appendix for survey format).

Access Audits

- A staff training session was provided to key workers responsible for various areas of Council which relate to council buildings, parks, facilities and services. The training included a theory session followed by a practical session in the field visiting 4 sites to conduct the first stage of the access audits. Staff then collected further information regarding other Council facilities, buildings, parks, streetscapes, car parking and identified compliance with the current Building Code of Australia, relevant Australian Standards and Advisory Notes on Access to Premises. This second group of sites were also visited by the consultant to validate data collected.

- Parks and facilities audited were:

Burwood Park	Reed Reserve	Burleigh Street Car Park
Blair Park	Jackson Reserve	Elsie Street Car Park
Flockhart Park	St Paul's Close Reserve	On-street parking
Henley Park	Jackett Reserve	
Enfield Swimming Centre	Sanders Reserve	

- Buildings audited were:

Burwood Council Administration Building	Burwood Library
Burwood Community Welfare Centre	Daisy Childcare Centre
Woodstock and Fitzroy Community Centres	Greenwood Hall (and Children's Library)

To determine the scope of audit review relevant to disability discrimination the action plan project was guided by the objects of the Act and the definitions of “premises” from the Act which are:

- **"premises"** includes:

- (a) a structure, **building**, aircraft, vehicle or vessel; and
- (b) **a place (whether enclosed or built on or not)**; and
- (c) a part of premises (including premises of a kind referred to in paragraph (a) or (b));

The audit took into account all open space facilities, urban streetscapes as enjoyed by the general community.

Review planning controls, policies, procedures, programs, information and communication

- Review Council Development Control Plans (DCP) and provide written advice for amendments.
- Review Development Application (DA) processes and identify issues concerning the achievement of access for people with disabilities to relevant buildings and facilities used by the general public and residential building developments that are covered by the various Development Control Plans.
- Review the Equal Employment Opportunity (EEO) Management Plan concerning recruitment practices and equity employment initiatives for people with disabilities.
- Review access to Council's library services including information materials.

Consultation

- Conduct a public consultation with people with disabilities who live in, work in and visit Burwood Council and with community groups that provide services to, or represent people with disabilities.
- Provide people with disabilities with various ways in which to participate in the consultation through the use of public meetings, phone-in, interviews, direct approaches to service providers and, encouraging written submissions.

Developing an Action Plan

- Develop goals and action targets to achieve conformity with the Objects of the DDA in the various functional areas of Council.
- Develop timelines and identify resources required to implement actions, including identification of relevant parks for Council's Section 94 Plan.
- Identify monitoring, reporting and evaluation mechanisms with Council.

To determine the scope of audit review relevant to disability discrimination the action plan project was guided by the objects of the Act and the definitions of “services” from the Act which are:

- **"services"** includes:

- (a) services relating to banking, insurance, superannuation and the provision of grants, loans, credit or finance; or

- (b) services relating to **entertainment, recreation** or refreshment; or
- (c) services relating to **transport** or travel; or
- (d) services relating to **telecommunications**; or
- (e) services of the kind provided by the members of any profession or trade; or
- (f) services of the kind provided by a government, a government authority or a **local government body**;

Council operational management

Consistent with the objects of the Act and these definitions the review audit then considered all aspects of Council's operations and functional areas as identified in Council's Plan of Management. These include:

- Buildings and Development
- Waste Management
- Transportation
- Community Services
- Recreation Services
- Health and Environment
- Corporate Governance
- Corporate Support

Summary Review and Findings

As outlined in the methodology the project involved the implementation of a range of staff development activities and review processes to assist developing the necessary understanding required by Council in respect of the DDA. The findings from these activities are outlined below.

Internal review of Council processes

Staff awareness surveys

Following an initial briefing to the management and key personnel in Council on the impact of the Disability Discrimination Act a staff survey was circulated to all staff seeking their input on issues regarding their awareness of:

- Accessibility of Council buildings and facilities.
- Council's design controls, assessment processes and works maintenance practices.
- Alternative formats for information provision and communication systems.
- Disability awareness and staff training needs.

Approximately 30 percent of staff from administration and like activities responded to the survey. The results of the staff surveys demonstrated a varying degree of disability awareness among staff covering a wide range of issues. In summary:

- Whilst many of the staff respondents who indicated moderate to high awareness of the problems relating to access to buildings and facilities approximately half suggested that did not notice any problems in Burwood area, which appears to be inconsistent with the remaining 50 percent and their own initial perceptions.
- One conclusion from the survey is that while people are "aware" of the problems their work may predominately revolve around office based rather than field based activities.
- The staff group with the higher awareness of access problems tend to work in Community, Customer and Library Services.
- With regard to alternative formats for information and communication systems only a minority of respondents indicated any awareness of the issues concerning alternative formats and how to acquire and provide them.
- Most of the respondents were generally aware of Council's EEO policy but not aware of whether Council advertises or promotes such a position.
- Only one third of staff indicated previous experience of disability awareness training and two thirds suggested training should be provided at least once every two years with the remaining third suggesting annually.

Results of the surveys indicate several issues for consideration:

- (a) Repeating the survey on an annual basis and in a manner to obtain higher response levels, from ALL areas of Council.
- (b) Further work is needed in the area of alternate formats for information and communication.
- (c) A regular staff training activity could be conducted in parallel to the above issues and cross department activities to enable staff to more comprehensively understand their respective roles.

Access audits of Council buildings and facilities

As previously mentioned access audits were conducted on a wide range of Council buildings and facilities covering the complete range of facility types owned and operated by Council including:

- Council Administration
- Customer Service Centre
- Recreational Parks
- Sporting Facilities
- Community Hall
- Car parking
- Child Care Centres
- Libraries

The facilities were audited by Council staff and validated by AQA Community Living Consultancy personnel for accessibility using a Checklist developed by the Australian Quadriplegic Association which incorporates the requirements for access under the Building Code of Australia and the relevant Australian Standards including:

- AS 1428.1 Design for access and mobility
- AS 1428.2 Enhanced and additional requirements - Buildings and facilities
- AS 1428.3 Requirements for children and adolescents with physical disabilities
- AS 1428.4 Tactile Ground Surface Indicators
- AS 1735.12 Lifts - requirements for people with disabilities
- AS 2890 parts 1 and 5 Car Parking

The audit was conducted by making site visits to record measurements and gather information from staff and residents about public access to facilities. Photographs were taken to record the existence of access or barriers.

The findings of the access audits appear in Part B of the Action Plan along with action strategies for the removal of barriers or the enhancement of accessibility to comply with contemporary building codes and standards.

Parks

Generally, the audit identified that the majority of larger parks, allowed some degree of access for people with mobility restrictions. However, it was noted that while various aspects of the facilities do provide accessible features, there is a lack of continuous paths of travel to and within a facility to enable full enjoyment by people with disabilities.

No single park provides all the features essential for full enjoyment and participation of people with disabilities. Examples of access issues which require inclusion in park management plans include, accessible parking, accessible toilets, kerb ramps and accessible pathways to and throughout the parks and accessible facilities like picnic tables, shelters, kiosks, drinking bubblers and seating.

More effort is required by Council that focuses on including accessibility into all of the above features and creating continuous paths of travel to maximise the benefits of earlier work by Council.

Bus Stop infrastructure and footpaths

The project also considered aspects of bus stop infrastructure, Council car parking and suburban streetscapes. Generally, this revealed that there is a lack of continuous accessible paths of travel to transport nodes, which requires more kerb ramps installed in accordance with AS1428.

The lack of transport infrastructure also extends to the need to upgrade bus shelters and install concrete landings that are level with the kerb and have clearer signage to assist people with vision impairment. Installation of the bus shelters should also consider clear pathways behind the shelter while providing sufficient space in front of the shelter to enable easy access for a wheelchair user to board the bus. Ideally the path behind the shelters should be 2000mm (1200mm minimum) with at least 1200mm clear in front of the shelter (1600mm from kerb to any bus seating). Liaison with State Transit Authority regarding the Bus Stop Style Guide is also advised.

Installation of tactile ground surface indicators at bus stops should also be undertaken in accordance with AS1428.4 (revised 2001).

It is also understood that traffic calming devices like speed humps, roundabouts and chicanes can prevent ultra low floor wheelchair accessible buses from operating on some routes, which requires liaison with bus operators to identify problem areas for rectification.

As State Transit Authority are progressively increasing the proportion of wheelchair accessible buses at the Ryde and Burwood depots the issue for Council to provide continuous paths of travel to bus stops will continue to increase during 2001-2002.

Preliminary assessment in Burwood of tactile ground surface indicators (TGSIs) to assist people who are blind, indicated that the most recent streetscape upgrade had included TGSIs at kerb ramps but not at bus stops. It was also noted that these did not fully comply with AS1428.4, although there appears to be no consensus on the design installation of TGSIs among the community and AS1428 part remains under review by Standards Australia.

Further consultation should be undertaken with key stakeholders of people with vision and physical disabilities regarding TGSIs in Burwood.

Assistive Hearing Systems

The audit identified hearing augmentation facilities in several facilities including the Council Administration Centre and library. However, the hearing loop in the Council Chambers experiences some operational problems from time to time.

Assistive hearing systems should be available for all public places where gatherings or meetings are held, even if the system is portable, which can be readily setup in various locations as required.

Signage

Architectural wall signage on public facilities such as main entrances, public toilets, change-rooms, meeting rooms and the like do not include any Braille or Tactile sign features.

Audit planning controls, policies, procedures, programs, information and communication

The review activities in this part of the plan development focused on the areas of:

- Burwood Access Policy,
- Off-Street Parking Code
- Landscaping Code
- General Residential Development DCP, Residential Flat Development Code and Townhouse Type Development Code,
- Exempt and Comply Development DCP no. 12,
- Advertising Signs DCP No. 9,
- Pedestrian Access and Mobility Plan (PAMP),

- Section 94 Contributions Plan.
- Development Assessment processes,
- Equal Employment Opportunity for people with a disability,
- Customer service policies,
- Access to library services,

A brief summary of the activities and findings of these areas are as follows:

Burwood Development Control Plans and Policies

A detailed analysis of Burwood's DCP's and Plans was undertaken to identify whether discrimination may occur following implementation of the controls. A number of recommendations to Council are incorporated in the final Disability Action Plan at section 1. Generally the plans require revision to bring them into line with contemporary social policies regarding adaptable housing, accessible public domain areas and an updated Access Policy which promotes Universal Access for all people, including people with disabilities.

Review of Council Development Assessment processes

Council's process for considering and assessing Development Applications was examined by means of staff interview, staff survey and review of procedural documents.

Generally, the process seeks to cover the important aspects for access compliance of wheelchair accessible parking, lifts, ramps and accessible toilet and sanitary facilities. An example of existing process is that the initial Checklist for Lodging a Development Application now includes a dot point on "*Access and facilities for disabled persons to be provided*". However, there is no overt or noticeable relationship between this requirement and others such as; survey / site analysis, landscape plans, fire safety and statement of environmental effects.

Key staff indicate they have an awareness of minimum access standards as required by the Building Code of Australia (BCA) for new buildings and endeavour to consider these issues when assessing building approvals. However, it is apparent that issues outside the scope of the BCA are likely to be overlooked.

To ensure that a building which is "approved for construction" will be accessible to people with disabilities.

Aspects which are more likely to be overlooked by Council assessors include wheelchair circulation spaces at door entrances, installation of lever door handles, force requirements for door closers, crossfall on paths, slip resistant floor surfaces. Other issues outside the scope of the BCA such as lighting, luminance contrast, acoustics and wayfinding signage which impact on people with disabilities attract little or no attention in regular development assessment processes.

Whilst these issues do not readily appear to be critical for acceptance or refusal of a development application it is essential that the minimum requirements of the BCA are considered at the earliest possible planning phase so that all parties are clear of the responsibilities and expectations for establishing accessible communities. For more inclusive universal access objectives the later issues and the concepts of seamless pathways requires higher level understanding by staff.

It is also apparent that given the usual regularity of staff turnover it is difficult for staff to develop the necessary skill and eye for detail required to assess plans and monitor construction through to providing certification.

Therefore it is recommended that Council considers several key strategies of:

- An ongoing training program for development assessment staff in disability access standards. Such a strategy will assist in ensuring appropriate outcomes for people with disabilities.
- Providing adequate and appropriate information to developers from the outset of the planning process.
- Development of a process to require Developers to provide a DDA Statement Of Consistency which facilitates the provision of information to staff from developers on matters of detail regarding accessibility of building fitouts and the like.

Equal Employment Opportunity for people with disabilities

The review considered the content, coverage and application of the existing EEO policy. It is apparent from the review that there are several strategies that promote the inclusion of people with disabilities in Council's workforce. However, because there are no active reporting mechanisms to monitor equity among Council personnel, then there is no formal evidence of people with disabilities in the current Burwood Council workforce.

Part B of the Action Plan identifies a numbers of strategies for improving Council's performance in the area of equity employment for people with disability.

Customer Service Policies and Procedures

From examination of the existing general policies and procedures it is apparent that the vast majority focus on the areas of:

- External ordinances relevant to controls and advice provided to residents and business owners in the municipality.

From the policies reviewed by the access project there were no significant areas of existing or potential disability discrimination. Any possibility of discrimination should be eliminated by an appropriate interpretation and response from Council staff.

Access to Library Services

From the access audit results and discussion with staff of these services concerning available assistance for people with disabilities it was not apparent that there is any need to make substantial modifications to operational procedures. The Library demonstrated a high level of understanding concerning provision of assistance to customers.

The major barriers for people with disabilities centre on physical access and lack of facilities.

Community Consultation

Public consultation was undertaken which aimed to draw input from a wide range of sources including people with disabilities, carers, community organisations and service providers. A variety of methods were employed to obtain the input including a public consultation held at the Burwood Council Administration Centre which was advertised widely in the local press and notifications to community organisations in the wider Burwood area. People were also invited to make written submissions or to answer a survey questionnaire similar to the staff survey (see appendix).

The public consultation attracted a wide variety of participants including, people with physical and sensory disabilities, their families and service providers representing people with disabilities.

Feedback from the public consultation day focused on the areas of:

- Access for pedestrians and access into shops and Council buildings and parks
- Transport and Car Parking
- Diligent monitoring of the implementation by Council of access requirements for privately owned commercial premises
- Information and communication in accessible formats for people with sensory impairments

Burwood Community Consultation.- Tuesday 25th July 2000

Attended By:

- Cina Russell Burwood Access Committee
- Elizabeth McDonald Burwood Access Committee
- Tarryn Brown Headway ADP, Bankstown
- Megan Fletcher Boarding House Active Linking Project Supported
- Living Ashfield.
- Paula-Jane Robinson Royal Blind Society – Employment Services
- Fran Leaupepe Burwood School P&F Association /ARAFMI /
- Consumer
- Mary Silk Better Hearing Australia
- Mary-Therese Nejaim Consumer with a Disability
- Lawrence Roukis Burwood Council – Engineering
- Debra Jones Burwood Council – Community Services
- Ros Sarakula Burwood Council – Community Services

Facilitated By:

- Mark Relf Project Manager AQA
- Amelia Starr Occupational Therapist AQA

Summary of Issues Identified:

Public Domain Access:

1. PPK Environment and Infrastructure prepared a Pedestrian Access and Mobility Plan (PAMP) Study for Burwood Council. However the consultation report that the PAMP mainly focused on developing safe access for people without disabilities in concentrated traffic areas rather than providing recommendations for identified access issues across the municipality. Principal paths of travel and the identification of these primary routes throughout Burwood and the surrounding Municipality were not considered in the report.
2. The consultation identified the need for the five surrounding Municipal Councils to identify primary routes of travel between council areas to allow ease of access to community shopping areas and facilities for people with disabilities.

- Croydon Park to Burwood.
- Burwood to Strathfield.

Priority Pathways identified by the consultation included:

- Burwood Road extending in both directions to the Westfield Shopping area.
 - Extending from the Croydon Park Shopping Centre via Railway Parade and Queen St to the Burwood shopping precinct.
 - Shaftesbury Road extending to Westfield's.
3. The consultative group also report a general lack of information available from Council regarding accessible paths of travel or acknowledgment of hazards for people using wheelchairs, people with ambulatory impairments; which often include poor kerb ramp design, footpath surface and integrity, and poor positioning of kerb ramps to access to traffic pedestrian signal boxes.
 - During the public consultation it was suggested that Access Committee members and local disability organisations could report back on suggested principle paths of travel/ or be consulted in the development of the access maps between local municipal areas.
 4. Local areas to have generic standards and DCP's to ensure compliance on issues such as:
 - Kerb ramp design and footpath construction
 - Appropriate application of TGS1's.
 - Design and location of Bus Stops and Shelters
 - Use of universal signage.
 - Design and location of the accessible parking spaces.
 5. Develop a protocol to enable residents to identify and report key access issues eg:
 - Erosion of the footpaths on access ways to local shopping precincts.
 - Kerb ramps that have been positioned on the apex of the corner providing no degree of safe access for people with visual impairments.
 - Footpaths with significant varying crossfalls around community services and facilities (ie the footpath around Burwood Railway station.)
 6. Further consultation with the community is required as recent roadworks and accessways have significant access concerns.
 - Wentworth Road Railway bridge – access pathway is only provided on one side of the bridge.
 - Shaftesbury Road Railway bridge – position of kerb ramps is a significant distance from where the traffic control signal box is positioned.
 - Liverpool Road & Culdees St -increasing use of rolled kerbs where kerb and gutter is being replaced. This kerb design prevents any safe or independent access for wheelchair or scooter users.
 7. Need to develop protocols which effectively address the issues for individuals with cognitive impairments that include consideration of:

- The use of universal signage to be consistent throughout communities. This also includes the installation of more effective directional signage to assist wayfinding in the community.
 - Ensure safe pedestrian crossing areas are available when approaching train stations and bus routes, particularly in heavy traffic areas.
 - Clearly marked and appropriate pedestrian crossing areas within communities.
 - Accessible paths of travel within council areas and their adjoining municipalities to include attention to appropriate signage and environmental cues for people with cognitive impairment.
 - Signage systems to be consistent throughout local communities and indicate the location of local community facilities including:
 - Train Stations
 - Toilets
 - Community Libraries
 - Council Offices and Community Halls
 - Local Shopping Areas.
8. The need to update the Burwood Mobility Map was identified as a priority especially considering the recent re-development of the streetscape in the Burwood CBD. The location of accessible facilities including toilet, car spaces and community facilities to be reviewed.
9. Need to incorporate issues for people with visual impairments into streetscape and building design including:
- Consideration of the provision and location of pedestrian crossings when requiring access to public transport and council buildings and facilities. For example Route 400 Bus Stop at Mitchell Street intersection requires users to walk a significant distance to cross Georges River Road to access the bus stop safely.
 - Street furniture to be positioned on the kerb edge, clear of the path of travel providing sufficient colour contrast with the surrounding environment.
 - Use of universal signage on main accessways through the Burwood CBD and within community facilities.
 - The integration of TGSI's to be consistent throughout local municipal areas to assist in the education of people who are blind and visually impaired to the environmental features of the area.
10. Need to ensure that appropriate signage and supervision is utilised when council maintenance and construction work is occurring and affecting pedestrian paths of travel. Development of safe practices that encompass issues for wheelchair users, people with ambulatory impairments, and people with visual, hearing and cognitive impairments. The use of appropriate signage and the provision of temporary alternative access must be provided to safely accommodate all pedestrians.
11. Location and provision of additional accessible parking was identified. A review of the specifications for the provision of accessible parking was recommended to ensure council specifications were providing the highest degree of compliance. Issues relating to uniformity of signage and policing of parking spaces being of vital importance.

12. Accessible transport and the provision of accessible bus and taxi shelters are currently under review. Suggested that there needs to be a more effective communication flow between the Access Committee and the Traffic Committee particularly on issues relation to accessible car spaces and the location and design of bus stops.
 - At present, 21 accessible shelters are being installed at various locations and it was recommended that a review of the plans and site visits with one of the new accessible buses would be beneficial.

Parks and Open Spaces:

13. Need to review the accessibility of public toilets in many of the parks within the Burwood municipality. Overall provision of a continuous accessible pathway to the accessible facilities is neglected and facilities are poorly maintained. This issue has been raised in previous public consultations and it was advised that renovations would be likely after the Olympic period.
14. Woodstock Centre – Poor access from the car park and no fully accessible toilet facilities.
15. Fitzroy Centre adjoining the Woodstock Community Centre also has a partially accessible toilet facility that does not comply with AS1428. Signage to indicate that accessible facilities are present should also be installed.
16. Burwood Park – footpath maintenance has been neglected in areas and there is poor access from the adjoining on-street parking to the paved footpath area. No designated accessible parking provided. General lack of signage to indicate location of toilets, BBQ facilities etc.

Council Buildings:

17. Misuse of accessible facilities (ie school parking & footpath by the public & council workers).
18. Review Section 94 Plan – Re: improving access to community services.
19. General access to the central Burwood Library is poor – refer to issues from preliminary audit re: lack of accessible parking, accessible toilet, shelving and access to all levels of the building.
20. Enfield Pool – Council is engaging consultant for feasibility study of leisure and recreational facilities and hopefully access to the pool will be improved for people with mobility restrictions.

Access to Information:

21. Reported difficulty accessing information re: availability of different formats for people with visual impairments. Majority of information is in written form including the editorial by the Mayor which is reproduced in the local newspaper.
22. Suggestion was made to involve the local Radio Station and 2RPH – although there are some concerns regarding the age demographics and suitability of this medium.
23. Suggestion was made utilising commercial facilities (ie Westfield's) for Community information and advertising.
24. Council utilising disability organisations to transfer information – ie the Royal Blind Society for alternative forms of advertising.
25. Burwood Council still provides hard copies of the Community Services Directory.

26. Concerns existed over the accessibility of the Burwood Council Website, which should be upgraded to WC3 Accessibility Guidelines.
27. Architectural wall signage in buildings, on doors and the like should include Braille and Tactile elements.

Development of the Action Plan

In developing strategies and timelines for the Action Plan effort has focused on producing a comprehensive plan which can be integrated with the Council's Plan of Management. All key operational areas have separate aspects for which responsibility lies with that section. Inevitably some sections overlap in much the same way as other Council activities and programs.

The methodology for developing the Action Plan strategies involved the access project consultancy drafting preliminary targets and submitting the draft plans to individual department managers and co-ordinators for comment and timelines. An amended draft was then presented to Council for conditional approval subject to a period of public comment.

The development and subsequent evolution of the action plan should be viewed as the framework and starting point for a new approach to planning in order to establish an inclusive community that enables people with disabilities to take a full and participative role in the everyday life of the community.

The objectives and actions outlined in the Action Plan will be implemented over the five year life of the plan. The achievement of the actions will be reported annually in Council's Annual Report.

Part B - Action Plan

Logo

Council Service or Program		1. BUILDING & DEVELOPMENT	Implementation		
<i>Land Use Planning</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 updated with relevant Council Officer
<i>Review of planning controls</i>	1.1	<p>Review Council's DCP's and other planning controls regularly to ensure requirements are consistent with future amendments to the Building Code of Australia, various Australian Standards and other relevant Government policies relevant to access for people with disabilities. In particular:</p> <ul style="list-style-type: none"> Review and modify the Burwood Access Policy to be consistent with contemporary codes and standards and distribute freely to with all development applications and consider upgrading the policy to a DCP. Consider the development of a process that requires Development Applications to be assessed for consistency with the Disability Discrimination Act by applicants. DDA Statement of Consistency to be developed in consultation with key stakeholders. Review the Exempt and Complying Development DCP No. 12 to include an Advisory Note to applicants recommending consideration of the requirements of the Disability Discrimination Act and Burwood Council's Access Policy when undertaking changes to public access areas of buildings and facilities. Review the Off-Street Parking Code to update <i>Parking Schedule</i> to increase the number of wheelchair accessible parking spaces for various developments consistent with the Building Code of Australia and include the design requirements for "Accessible Parking" as per AS1428.1 and AS2890.5. Review Landscaping Code and strengthen the Principles (4.12 Access) to require that shrubs and hedges shall not encroach 	Bi-annually	High	Ongoing
			2001	High	Updated
			2001	High	Included in DA form
			2001	High	Considered as part of consolidated LEP
			2001	High	DCP complies
			2002	Moderate	Pending/ Landscape architect have yet to look into the Code.

		upon pedestrian pathways and that there shall be no overhanging branches or objects less than 2.000 above the ground.			
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Review of planning controls cont...	1.1	<ul style="list-style-type: none"> Review DCP No.8 – General Residential Development, DCP Residential Flat Development Code and Townhouse Type Development Code, to strengthen requirements for Adaptable Housing as a compulsory proportion in medium and high density residential developments and include references to AS4299 Adaptable Housing within the <i>Design Controls</i>. Also enhance accessibility requirements for public access areas of medium and high density developments to compulsorily require wheelchair access from an adjoining roadway/public footpath to and through the main entrance of these developments. Review DCP No. 9 – Advertising Signs, to strengthen <i>Controls</i> to incorporate technical specifications where signs encroach on pedestrian pathways and may create pedestrian hazards for people with a vision impairment. Review Section 94 Contribution Plans to include specific funding allocations for projects to remove access barriers for people with disabilities in public domain areas. 	2002	High	DCP 8 will be absorbed into DCP 18 (Residential Flat development)
			2002	Moderate	Council resolved in Nov. 06 to review & amend DCP 9; which is currently being undertaken.
			2001	High	Completed
Urban Planning - Public domain areas	1.2	<p>Review existing Pedestrian Access Mobility Plan (PAMP) to incorporate continuous accessible paths of travel on footpaths on main roads, to transport services, shopping areas, recreation and community facilities. To develop a plan that will provide kerb ramps that comply with AS1428 on every street corner, footpaths free of trip hazards, and hard stand areas at bus stops where people who use a wheelchair can access low floor wheelchair accessible buses.</p> <p>In particular:</p> <ul style="list-style-type: none"> Burwood Road and Georges River Road Railway Parade/Paisley Road Liverpool Road and Shaftesbury Road 	2001	High	PAMP has been reviewed and all pre-identified priorities implemented during 2001-2005.
			2001/2002	High	
			2002/2003	High	
			2003/2004	High	

Development assessment and Information	1.3	<p>Develop and disseminate information concerning access requirements to buildings and facilities. When developing checklist and information materials consider the following technical standards:</p> <ul style="list-style-type: none"> • Advisory Notes on Access to Premises (HREOC) • DDA Transport Standard, draft (HREOC) • Australian Standards 1428, 1735, 2890, 1680, 2207 and 4299 • Building Code of Australia <p>Provide Burwood Access Policy to all relevant development applications that relate to public buildings.</p> <p>Provide information regarding adaptable housing design for all medium to high density residential building developments.</p>	<p>Annually</p> <p>Ongoing</p> <p>Annually</p> <p>2001</p> <p>2001</p>	<p>High</p> <p>High</p> <p>High</p>	<p>Information developed and disseminated</p> <p>Implemented</p> <p>Implemented as part of development application</p>
Development Assessment Practices and Procedures	1.3	<p>To ensure Council's responsibilities are met regarding the effective implementation of relevant Development legislation, regulations, building codes and Australian Standards Burwood Council will:</p> <ul style="list-style-type: none"> • Review and modify internal application forms for Development Applications and Construction Certificates to include access requirements for people with disabilities. For example; site plans to illustrate wheelchair access from an adjoining road to principle building entrances; details of accessibility when providing "performance based solutions" as required by the Building Code of Australia (BCA). • Provide information (Burwood Access Policy) and advice to developers at all stages of a development application regarding the access requirements for people with disabilities, including pre-application interviews, telephone inquiries, development assessment reports, conditions of consent, construction certificates, building inspections and as required. 	<p>Annually</p> <p>2001 /2002</p> <p>Ongoing</p> <p>2001 /2002</p>	<p>High</p> <p>High</p>	<p>Implemented as part of the process</p> <p>Implemented as part of process</p>

Processing Applications and Administrative Procedures	1.4	<p>Regularly review and implement revised administrative procedures to ensure that all legislation and building specifications relevant to people with disabilities are incorporated into the Development Assessment process, including:</p> <ol style="list-style-type: none"> 1. Provision of information (Burwood Access Policy) and guidance concerning access during informal development application stage. 2. Submission of DA's require relevant details regarding access, including access from an adjoining roadway to building entrances, internal pathways and landscaping, building design. See 1.1 of this plan regarding development of a DDA Statement of Consistency. 3. Assessment of DA's incorporates consultation with people with disabilities or nominated representative. Where appropriate consult the Burwood Access Committee. 4. An analysis and assessment framework for any claims of unjustifiable hardship by a developer. 5. Compliance checking of Development Application consents. 	Update Annually 2000 /2001	High	Administrative procedures revised to incorporate steps 1 to 5
Compliance Checks	1.5	<p>Where Burwood Council is the principal certifying authority, ensure compliance checking and issuing of certificates incorporate access requirements into the process and that it is documented to enable public accountability and quality control management.</p> <p>Develop "best practice" process of requiring developers and property owners to provide a DDA Statement of Consistency when submitting Development Applications for developments that provide public access</p>	Ongoing	High	Implemented as part of certification process
Staff Training	1.6	Establish a regular and ongoing staff development program concerning access and changes in legislation, Australian Standards and the Building Code of Australia for all relevant personnel.	Annually 2001	High	Staff development program implemented with ongoing review

Council Service or Program		2. WASTE MANAGEMENT	Implementation		
<i>Corporate services</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 updated with relevant officer
<i>Waste management</i>	2.1	Undertake a study to assess the needs of older people in waste management, in particular, deploying garbage bins for collection on steep residential sites and ensure bins are suitable for use by older people and people with disabilities.	2002/2004	Medium	Needs now assessed on application request
<i>Cleansing services</i>	2.2.	<p>Develop an assistance program for people with mobility restrictions in waste management and home/garden maintenance, which includes eligibility guidelines.</p> <p>Ensure new multi-unit residential developments install waste and bin collection areas accessible to people with disabilities.</p> <p>Develop recycle depots in public spaces which are accessible for people with disabilities.</p> <p>Provide accessible pathways to garbage bins in parks and other areas.</p>	<p>2001/2002</p> <p>Ongoing</p> <p>2002</p> <p>2002</p>	<p>High</p> <p>High</p> <ul style="list-style-type: none"> • Medium • Medium 	<p>In place</p> <p>Incorporated in Development Applications (DA)</p> <p>Not undertaken as considered not feasible</p> <p>Completed</p>

Council Service or Program		3. TRANSPORTATION	Implementation		
<i>Pedestrian, parking, public transport</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 updated with relevant Council Officer
<i>Pedestrian Pathways</i>	3.1	<p>Review existing Pedestrian Access Mobility Plan (PAMP) to incorporate continuous accessible paths of travel on footpaths on main roads, to transport services, shopping areas, recreation and community facilities. To develop a plan that will provide kerb ramps that comply with AS1428 on every street corner, footpaths free of trip hazards, and hard stand areas at bus stops where people who use a wheelchair can access low floor wheelchair accessible buses.</p> <p>Stage 1 priorities:</p> <ul style="list-style-type: none"> • Burwood Road • Georges River Road • Liverpool Road • Shaftesbury Road • Railway Parade/Paisley Road <p>Stage 2 priorities:</p> <p>Pedestrian links and Transport Routes that lead to and are in close proximity to high use public facilities such as:</p> <ul style="list-style-type: none"> • Fitzroy Community Centre • Henley Park • Schools • Bus routes 	<p>2001/2002</p> <p>2001/2002</p> <p>2002/2003</p> <p>2002/2003</p> <p>2003/2004</p> <p>2003/2004</p> <p>2002/2003</p> <p>2003/2004</p> <p>2003/2004</p> <p>2004/2005</p>	<p>High</p> <p>High</p> <p>High</p> <p>High</p> <p>High</p> <p>Medium</p> <p>Medium</p> <p>Medium</p> <p>Medium</p>	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Completed in connection with new facility</p> <p>Completed</p> <p>Completed</p> <p>Completed</p>

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Mainstreet upgrade programs Burwood Croydon Park Croydon Enfield Strathfield	3.2	<p>Ensure planning for streetscape upgrades of shopping centres incorporates design requirements that enable access for people with disabilities, which includes but are not limited to:</p> <ul style="list-style-type: none"> • Continuous paths of travel throughout the shopping precinct by installation of kerb ramps at all intersections, which include colour contrasting kerb ramp and tactile ground surface indicators. • Car parking for people with disabilities in appropriate locations. • Bus stop infrastructure that enables access to bus transport. • Footpath upgrades seek to provide access to as many existing commercial buildings as possible through the re-alignment of kerb and guttering and threshold ramps at doorways. • Crossfall on footpaths does not exceed 1:40 and Slip resistant pavement surfaces. • Signage systems that comply with AS1428 regarding type size, minimum luminance contrast, wayfinding directional arrows, international symbols and pictograms to assist people with intellectual disabilities, print and literacy impairments. • Audio traffic controls wherever traffic controls are installed. 	As per upgrade project relevant to each suburban precinct	High for each precinct project	Council has commenced streetscape beautification program in Burwood town centre and other satellite town centres within the LGA. Work in Strathfield and Enfield to commence in 2007-08.	
Street Furniture Design Guide	3.3	<p>Ensure the development of a street furniture style guide incorporates access requirements form AS1428 parts 1, 2 and 4, and part 3 for purpose built facilities for children and adolescents with disabilities, which includes but is not limited to:</p>	2001/2002	High	Part of Elements Manual/Public Domain Principles	
Street Furniture Design Guide – cont...	3.3	<ul style="list-style-type: none"> • Bus shelters with clear 2000mm wide (1200mm minimum) unobstructed paths of travel between building alignments and the shelter. • Seating 	<ul style="list-style-type: none"> • Bollards • Gateways and ticket barriers • Signage – static, illuminated and talking / audio signs • Lighting systems comply with 	2001/2002	High	Council looking to review contract with bus shelters by 2007. Environmental partnership- Public Elements Manual; Public Domain Plans;

		<ul style="list-style-type: none">• Drinking fountains• Picnic tables and cabanas• Garbage bins	AS1680. <ul style="list-style-type: none">• Playgrounds• Public toilets and shower facilities			Draft LEP supporting documents eg. Local Infrastructure Plan
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Car Parking	3.4.1	<p>Traffic survey and car parking</p> <p>Review car parking provision of accessible parking in Council car parks and On-street parking in retail shopping precincts and ensure accessibility issues concerning people with disabilities are incorporated, including:</p> <ul style="list-style-type: none"> • Car parking design conforms to AS2890.1 On-street and AS2890.5 Off-street relevant to commercial, recreational and residential precincts. • Kerb ramps and pathways are provided for safe access to and from parking areas. • Appropriate proportion of designated “Accessible” car spaces relevant to the facility, 2% in general for on and off-street parking and up to 10% for medical institutions. • Even distribution of “Accessible” parking spaces in on-street parking, in particular Burwood shopping precinct. 	2001/2002	Medium	<p>Reviewed and implemented</p> <p>Implemented</p> <p>Implemented part of DCP 22 on new buildings.</p>
Car Parking cont...	3.4.1	<ul style="list-style-type: none"> • Appropriate signage for “Accessible Parking”. • Regular policing of car spaces. 	2001/2002	Medium	Implemented
Burleigh Street Car Park	3.4.2	Whilst car parking is generally accessible in design and location the pedestrian pathways that lead from the car park shall be upgraded to provide continuous accessible paths of travel. This includes minimum path width of 1000mm and kerb ramps on every intersection.	2001/2002	High	Required works are currently been undertaken.
Elsie Street Car Park	3.4.3	In any redevelopment of the car park ensure technical specifications and general design of car parking includes Accessible Parking that conforms to AS1428.1 and AS2890.5.	As appropriate	High	Car park de-commissioned in Jan. 2006. Car park expected to operate by 07-08.
Traffic Committee	3.5	Ensure that “accessibility” issues are considered by the Traffic Committee and establish formal links with the Access Committee in terms of joint meetings from time to time as required.	Ongoing	High	Implemented

<p>Public Transport</p>	<p>3.6</p>	<p>Develop a disability transport strategy in consultation with;</p> <ul style="list-style-type: none"> • State Rail Authority – Burwood Station easy access upgrade. • State Transit Authority – time-tabling of wheelchair accessible buses, in particular route 400. • Roads and Traffic Authority – PAMP review, main road pedestrian crossings and pedestrian bridges. • Community Transport. 	<p>2001/2002</p>	<p>High</p>	<p>High level discussion with Rail Corp. Upgrade is considered in conjunction with Burwood draft LEP.</p>
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Council Service or Program		4. COMMUNITY SUPPORT SERVICES	Implementation		
Community Services	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 Updated with relevant Council Officer
Community Development and Information	4.1.1	<p>Policy responses to State and Federal government and program administration</p> <p>Ensure development of responses to State and Federal policies and programs that affect people with disabilities incorporate their views and that consultation methodologies conform to the actions outlined in Strategies for Public Consultation. For example:</p> <ul style="list-style-type: none"> • Social Community Plan development • Review of HACC programs • Administration of Program for Aids for Disabled People (PADP) • Transport Plans for Sydney • Special Education • Urban Planning Policies and Guidelines • Therapy Review 	Ongoing As required " " " " " " " " " "	High High High High High High	Consultation undertaken for 2006- 2009 Social Plan, HACC programs and Transport Plans. Policy responses undertaken as required
Information provision	4.1.2	<p>Ensure publications, brochures, posters, public notices, discussion papers and other information materials are available in alternative formats, including:</p> <ul style="list-style-type: none"> • Large print documents and document design in sans serif font, minimum 30% luminance contrast in document design, reduce need for complex confusing graphics that have no informative value. • Audio tape format • Documents in digital computer format for text to speech computer software and reading devices 	2001 - ongoing " " " "	High High High	Council's website is equipped to be enlarged for readers with low vision. All Mayors' column publication available on the web. Other formats investigated but too costly for small number of residents. Materials sent to other agencies for their information.

Information and Referral	4.1.3	Develop and maintain a database of key community sector groups relevant to services and advocacy for people with disabilities.	Ongoing	High	Developed and updated as required
Community Transport Volunteer program	4.2	Ensure volunteers are provided with disability awareness training in subjects specific to the community groups they may assist and work with. Ensure training venues are accessible, e.g. wheelchair access, hearing augmentation, etc.	2001/2002 Ongoing	High	Disability awareness workshops for volunteers regularly run Venues are accessible
Community and Social Planning	4.4.1	To ensure the views and needs of people with disabilities are heard and incorporated into council planning processes Burwood Council will: <ul style="list-style-type: none"> • Consult regularly with people with disabilities, their families and carers on matters relevant to their needs and equal participation in the life of the community. • Ensure the goals of Burwood Council promote fairer access to the economic resources and services essential to meeting their basic needs and improving quality of life. • Develop goals and services that allow residents to “age in place” in Burwood as their mobility is progressively restricted to enable them to remain in areas and homes of choice through, housing policy, transport, physical access to community facilities, community support, cultural development and recreation. • Report on the outcomes and progress of participation of people with disabilities in a variety of ways such as radio 2RPH, newsletter, Mayoral column, local press and on at least an annual basis. 	Bi-Annual Ongoing Ongoing Annual	Medium Medium High Medium	Ongoing Ongoing Council's HACC funded services support ageing in place Needs to be better developed

Council Service or Program		5. RECREATION SERVICES	Implementation		
<i>Recreation Management</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 As reported by a responsible officer
Car Parking	5.1.1	Design and install accessible parking spaces in accordance with AS2890 which requires 3200mm minimum width (3800mm preferred) and 2500mm overhead clearance for covered spaces. All signage and road markings will also comply with AS2890 and indicate fines on the sign notices for breach of parking rules. Ensure regular policing of spaces by Council staff. See also section 3.4 Transportation.	2001/2002	Medium	Implemented - ongoing
Transport pedestrian links	5.1.2	Liaise with other Council staff to establish continuous accessible paths of travel to Council's parks from public transport links.	2001 /ongoing	Medium	Ongoing
Pedestrian Pathways	5.1.3	Maintenance programs will ensure accessibility of pathways by removing trip hazards, controlling erosion where transition occurs between a pathway and adjacent grassed areas.	2002/2003	Medium	Ongoing
Picnic shelters, tables and infrastructure	5.1.4	To maximise participation of people with disabilities in the life of the community, develop a purchasing procedure for picnic and recreation infrastructure that incorporates a check against AS1428.2 prior to acquisition and that install design also complies with AS1428.2 in terms of height, reach, barrier free and continuous accessible paths of travel to all facilities.	2001/2002	Medium	Implemented
Recreation Programs	5.1.5	Continued liaison with school, youth, adult and older groups to establish need for sponsored sport and recreation programs for people with disabilities. Liaise with Department of Sport and Recreation to discuss support for any identified program.	2001 /ongoing	Medium	Ongoing

Enfield Swimming Centre	5.2	The swimming centre is located within Henley Park and pathways to the main entrance lead from Portland Street, Enfield. There are also several parking spaces at the rear of the swimming centre off Shelley Street.			
Car Parking	5.2.1	<p>On Street Parking – Portland Street To increase accessibility and safety relocate the existing reserved Accessible on-street parking space on Portland Street adjacent the main entrance pathway to the recessed parking bays 50 metres to the south on Portland Street. Ensure parking space complies with AS2890 including a kerb ramp to provide transition between the roadway and footpath.</p> <p>Off-Street Car Parking Area – Access from Shelley Street Pending redevelopment of the former bowling club at the rear of the Swimming Pool ensure that at least one accessible parking space at least 3200mm X 5500mm is provided and that continuous accessible paths of travel enable access to the Pool entrance and Henley Park facilities.</p>	2002/2003	High	Completed
Pool Entrance	5.2.2	<p>Modify ramp entrance to provide a minimum 1:14 gradient (1:20 preferred).</p> <p>Modify counter to provide a lowered section 850mm in height to suit wheelchair users.</p> <p>Modify entry/exit turnstiles to provide minimum 820mm width.</p>	2002/2004	Low	Have not complied yet. Counter has not changed.

Pedestrian pathways around pool	5.2.3	Main Olympic Pool As the main pool has a surrounding pathway that has no physical separation to prevent people with a vision impairment from falling into the pool; <ul style="list-style-type: none"> install a 600mm wide row of hazard type tactile indicators around the perimeter of the main pool, or Install a fence around the pool, say 1200-1500mm from the pool edge or at least on the northern side of the pool edge with space to walk between the grandstand and the fence. Also provide several openings to allow for easy access into the pool for the general public. The aim of the fence is to establish a physical separation rather than a complete barrier. 	2002 2002	High High	To date no work scheduled in this area.
		Heated Pool <ul style="list-style-type: none"> Modify ramped pathway leading from the main pool to the heated pool to reduce the steepness to 1:14 maximum gradient (1:20 preferred) and install handrails in accordance with AS1428.1. Replace drainage grates with new style to ensure the grate openings are less than 12mm and the direction of the slots are opposite to the direction of pedestrian travel. Install horizontal grabrails along one wall edge of the heated pool to enable people with physical disabilities greater independence in using the pool, which provides good alternatives for the lack of hydrotherapy pools and services in the general community. 	2002/2003	Medium	
			2002/2003	Medium	Renovated in 2004 and opened early 2005. Steepness should now be at recommended gradient due to development of 250m pool.
			2001/2002	High	Drainage grates replaced to noted specifications. No work done on handrails.
Pool Access	5.2.4	Main Pool To increase independence and dignity regarding pool access for people who need assisted access into and egress from the pool replace the existing hoist with a swivel chair lift style that allows for easy transfer from wheelchair to hoist. The style of hoist also allows easily lowering and raising people into or from the pool.	2002/2003	High	Current chair lift has been in service for 6 years and is the only model here.

		<p>Heated Pool</p> <p>Investigate a model which is portable and can interchange between the two pools.</p>	2002/2003	High	Current model is portable and can be used between 25m and 50m pools.
<p>Picnic Shelters, tables, and barbecue area</p>	<p>5.2.5</p>	<p>Picnic Shelters and Tables adjacent kids pool</p> <p>Replace or upgrade at least one picnic table to provide 850±20mm height with 820±20mm underside clearance and an overhang of 500mm on the ends to allow access for wheelchair users.</p> <p>Future installation of picnic tables shall include a level 1300mm wide concrete plinth around the picnic table with smooth transition to surrounding grassed surface.</p>	2004/2005	Low	Works are underway
		2004/2005	Low		
		<p>Barbecue</p> <p>Future installation of a barbecue shall include a level concrete apron with 1800mm wide approach and with level transition to surrounding grassed area. Alternate pedestal style barbecue will be 850mm high to cooking surface with 650-700mm underside clearance on a 2000x2000mm concrete slab with level transition to surrounding grassed surface.</p> <p>Provide pathway from existing paths to a new BBQ and picnic area.</p>	2004/2005	Low	Completed as part of capital works of Henley Park
		2004/2005	Low		
<p>Accessible Toilet/Shower change room</p>	<p>5.2.6</p> <p>To enhance accessibility of the existing facility the following minor modifications will be undertaken:</p> <ul style="list-style-type: none"> • Raise the height of the handbasin to provide at least 700mm clearance and a maximum height of the basin of approximately 820-850mm. Also lower the paper towel dispenser to 1100mm. • Install “unisex” sign on door and a sign to warn of heat regulated water in shower recess. • Install a sanitary disposal unit. 	2002/2003	Medium	Renovation of change rooms are being looked into for 2007-08.	
2002/2003	Low				
2001/2002	Low				

Car Parking and pedestrian pavement areas.	5.3.1	Off-Street Car Parking	2002/2003	Medium	To be undertaken in 06/07 following completion of building works
		Relay the paving bricks to provide a smooth even surface free of trip hazards caused by sunken paving bricks.	2002/2003	Medium	Completed
		Install additional signage and repaint road markings that clearly display the international symbol for access, define a minimum width of 3200mm and "reserved parking Mobility Parking Permit holders".	2003/2004	Medium	To be undertaken in 06/07 following completion of building works
		Pavement Areas			
		Relay or replace existing paving bricks which have sunken and become uneven in the area adjacent the Woodstock and Fitzroy Centres.			
Woodstock Centre entrance	5.3.2	<p>There are multiple entrances to the Woodstock Centre including; the main entrance, rear entrance near toilets, side entrance to meeting rooms adjacent the craft centre and stairway entrance to upstairs level. Whilst it is possible for a wheelchair user to gain access to the Centre it is not equitable, dignified or safe. Strategies to improve accessibility include:</p> <ul style="list-style-type: none"> Repair the ramp transition of the existing "accessible" ramp at the back of the Woodstock Centre where the paving bricks have sunk and the timber ramp has an uneven transition. Replace round door knob handles with lever handles 900-1100mm above the floor. 	2001/2002	High	To be undertaken in 07/08 following completion of building works

Woodstock Centre entrance	5.3.2	<ul style="list-style-type: none"> To provide equitable and dignified access to Woodstock Centre raise the level of the paving at the main entrance by ramping the pavement to a gradient of 1:20 to be level with the existing verandah. Then raise a portion of the verandah at the main entrance doors to be flush with the entry providing a level landing 1400 in width X 2000 in length and grade a 1:14 ramp transition down to the existing verandah level. Install handrails on both sides of the ramp/pathway from the side entrance into the Centre. Relay paving bricks and modify existing dish drain to remove uneven surface and improve safety. Intermediate access between rooms adjoining the central courtyard is via a narrow wooden "bridge" which has no handrails or kerb guards to prevent a person falling of the edge. The "bridge" shall be widened to at least 1200mm with handrails on both sides, or the whole courtyard will be in-filled with decking to provide level transition between rooms. 	2002/2003	High	Improved access to be incorporated as part of current building works
			2002/2003	Medium	To be addressed in renovation works due 2007/08
			2002/2003	Medium	
Woodstock Centre Internal Access	5.3.2	<p>The Woodstock Centre provides access to all areas of the ground floor of the main building and the majority of smaller attached rooms, with the exception of one small section of the child care service.</p> <p>The upper floor of the Woodstock Centre is only accessed by an internal stairway in the central foyer area of the building.</p> <p>Ideally a "restricted use" vertical lift should be installed in one of the less important rooms, although structurally this needs further investigation.</p>	2004/2005	Medium	Improved access including a lift to first floor to be incorporated as part of building works scheduled for 07/08
Woodstock Centre Internal Access continued....	5.3.2	<p>The corridors and hallways provide satisfactory access to all ground floor rooms in main building, except for one minor section of the verandah area used by the child care group.</p> <p>Install 30% luminance contrasting strips on the step treads of the central stairway in the main building to assist people with vision impairment.</p>	2003/2004	Low	As above

Toilets	5.3.3	<i>Male toilet in Woodstock</i> Replace existing entry swing door to a sliding door to improve accessibility of entry. To provide sufficient space inside the toilet cubicle remove existing urinal and partition wall and increase space of “accessible cubicle” to at least 2000 X 1600 and install sliding door and new wall-mounted urinal. Install “D” ring handles on doors and International Symbol for access on the entry door.	2002/2003	High	Not implemented
		<i>Female toilet in Woodstock</i> Install an additional grabrail on the right hand side of cistern in accordance with AS1428. Install “D” ring handles on doors, kick plate on doors and International Symbol for access on the entry door.	2002/2003	Medium	Not implemented
Communication	5.3.4	As the meeting rooms are used by community groups representing people with hearing impairments install TTY telephone in the office and a hearing loop in the Woodstock Centre’s largest meeting/activity room.	2002/2003	High	Not implemented. Hearing specialist group PrintAcall has been consulted and has made recommendation with regards to hearing loop. TTY needs to be installed with Customer Service and not Woodstock.

Seating, Tables, BBQ, Drinking Bubblers and playgroup equipment	5.3.5	Modify or replace existing fixed tables and seating to provide tables which have a seating space for a wheelchair user that is at least 800mm wide and an underside table clearance of at least 750mm and a height not more than 850mm.	2002/2003	Medium	Not implemented.
		Install bubblers on a level cement area with maximum crossfall 1:40. The location of the bubbler at right on a moderate crossfall and down-hill gradient is difficult for access.	2002/2004	Medium	Not implemented
		Install hard paving area of 1500 X 1500 in front of the BBQ in the park area.	2002/2003	Medium	Not implemented
		Provide maintenance to the entrance of the rotunda to ensure wheelchair access with a smooth and even threshold. Ensure maintenance activities around the playground equipment ensures accessibility of facilities is retained.	2001 /ongoing	Medium	Implemented
Fitzroy Centre entrance	5.3.6	Replace existing double doors that provides at least 850mm clear opening for the “active” leaf with lever handles and D ring pull handle.	2001/2002	High	NA -no longer exists
		Install a 1:8 maximum gradient ramp to the western side verandah of the Fitzroy Centre to allow for multiple entry and egress.	2002/2003	Medium	
Toilets	5.3.7	Rebuild the existing “unisex” facility to provide a cubicle which will comply with AS1428: <ul style="list-style-type: none"> Increase the size of the cubicle to at least 2400 X 1900 with an outward swing 850mm clear door opening, lever handles and international symbol for access on the door. Also replace toilet (and block plinth around base) with a new toilet pan and handbasin that complies with AS1428. 	2001/2002	High	NA -no longer exists
Auditorium	5.3.8	Install a 1:14 ramp, portable or fixed, to the stage area to provide equitable and dignified access to all parts of the Centre.	2002/2003	High	NA -no longer exists
		Repair hearing loop in auditorium and install signage identifying the existence of the hearing loop.	2001/2002	High	NA

Kitchen	5.3.9	<p>Whilst it is possible to gain wheelchair access into the kitchen area the layout and design of facilities inhibits or prevents access for many people with physical disabilities.</p> <p>To enhance accessibility of the kitchen ensure any redevelopment plans include “access” issues. Liaise with Independent Living Centre of NSW (Victoria Road Ryde) to obtain advice on products and design issues.</p>	2002/2004	Medium	NA -no longer exists
Burwood Park	5.4.1	Burwood Park is located on Burwood Road, Burwood within the CBD precinct of Burwood Shopping area.			
Car Parking	5.4.1.1	<p>Allocate a proportion of existing car park spaces for “accessible” parking in accordance with AS2890 in a variety of locations adjacent pedestrian entry points to the park:</p> <ol style="list-style-type: none"> 1. Provide two off street disabled parking bays on Park Avenue with level access to the existing wide pathway that branches from the main path that travels along the southern boundary. There must be level access from the road onto the path. 2. Provide one on-street parking bay on Park Avenue near the pedestrian pathway that leads to the main path that travels along the southern boundary. 3. Provide two off street Accessible parking bays on Comer Street at the existing western end parking facilities. 4. Provide one on-street disabled parking bay on Park Road at the Northern end near MLC School and install an accessible ramp and pathway adjacent the playing fields to enable people with disabilities to be spectators. 	2002/2004	Medium	<p>Completed</p> <p>Completed</p> <p>Completed</p> <p>Not completed</p>

Pedestrian Access	5.4.1.2	<p><i>Pedestrian Access from Bus Stops</i></p> <ul style="list-style-type: none"> • Park Avenue Bus Stop area – install a kerb ramp to provide a continuous accessible path of travel to the main southern pathway to remove the step that exists. • Burwood Road Bus Stop area – repair uneven surfaces on the footpath adjacent the bus stop caused by tree roots. 	2002/2004	Medium	Completed
Pedestrian Access cont'd.	5.4.1.2	<ul style="list-style-type: none"> • Park Road Bus Stop area – repair uneven surfaces on the footpath adjacent the bus stop caused by tree roots. • Redefine line markings at all Bus stop areas surrounding the park to ensure cars do not park in the bus stop area. <p><i>Pedestrian Pathways</i></p> <p>To improve pedestrian access for people with physical disabilities and reduce risk of trips and falls the following strategies will be undertaken:</p> <ul style="list-style-type: none"> • Repair kerb ramp on the path near the play equipment. • Rectify soil erosion problems around all kerb ramps leading from the main pathways to the grassed areas in the centre of the park. In particular the path leading from the arch to the duck pond area. • Install a path from the eastern corner of the park off Comer Street diagonally toward the existing central pathway, directly to the duck pond edge. • Install a path from main central path to BBQ area which now has accessible tables. 	2002/2004	Medium	Completed
			2002	High	Partially completed. New pathways to be incorporated in Plan of Management (POM)

Public Toilets	5.4.1.3	<ul style="list-style-type: none"> • Install a new unisex accessible toilet facility adjacent the existing toilet block and provide a continuous path of travel to the facility in accordance with AS1428. Also install a Master Locksmiths Universal Access Key (MLAK). • Install text, tactile and Braille signage on existing toilets to supplement the existing symbols. 	2002/2003	High	A new plan is in place. Existing toilets will be relocated.
			2002	Low	
Access to Amenities	5.4.1.4	<ul style="list-style-type: none"> • Install at least one bubbler that complies with AS1428.2 adjacent the BBQ area and provide a hard paved pathway and area around the bubbler. • Increase the size of the concrete plinth around the “accessible“tables to provide at least 1500mm around the accessible seating position. • Install an accessible BBQ in accordance with AS1428.2 in terms of height and reach dimensions and provide at least 1500mm around the BBQ and a continuous accessible path of travel to the facility. • Liaise with Telstra to modify existing public telephone to enhance accessibility and install a continuous accessible path of travel to the phone. • Install a directory map at the main entrances to the park that indicate the location of various facilities and pathways to them. Ensure the map design provides at least 30% luminance contrast between text, symbols and background colours. • Undertake further consultation with people who are blind or have a vision impairment to establish a sensory garden in the park. 	2003/2004	Low	Part of Plan of Management (POM) capital works for Burwood Park.
			2003/2004	Medium	
			2003/2004	Medium	
			2003/2004	High	
			2003/2004	Low	
			2003/2004	Medium	
Signage	5.4.1.5	<ul style="list-style-type: none"> • Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	

Blair Park	5.4.2	Queen Street, Blair Avenue, Acton Street, Croydon			
Car Parking	5.4.2.1	On-Street Car Parking – Blair Avenue Provide one accessible parking space on Blair Av adjacent the ambulance entrance, which is at least 3200mm x 5500mm (AS2890.5) and is clearly signposted Ensure kerb ramps and pathways comply with AS1428.1 and do provide a continuous accessible path of travel. Install signposts to comply with AS1428 and AS2890 with international access symbols and 800x800mm painted road symbols.	2003/2004	High	To be undertaken
			2003/2004	High	Installed
Pedestrian Pathways	5.4.2.2	Provide kerb ramp from proposed accessible parking space on Blair Av to the park that complies with AS1428.1 features of 1:8 maximum gradient, 1000mm minimum width, level transition lip at roadway, and tactile ground surface indicators to comply with AS1428.4. Replace existing kerb ramps on the corners of Blair and Acton, and Acton and Queen Streets with kerb ramps that comply with AS1428 (as above). Upgrade existing pathways from the Queen Street approach to provide smooth even surfaces where tree roots have caused uneven surfaces and trip hazards.	2002/2003	High	Completed
			2002/2003	High	Completed
			2002/2003	High	Completed
Amenities	5.4.2.1	To enhance accessibility of the Amenities Block lower one section of the counter to a height no more than 850mm in height in accordance with AS1428.2 clause 24. Install a new bubbler which includes wheelchair accessible pathway to the bubbler. The design of the bubbler also allows people to wheel under the basin/bowl and has push button controls.	2002/2003	Low	Completed
			2002/2003	Low	

Accessible Toilet	5.4.2.3	<p>To provide accessible toilet facilities consider the following options:</p> <p>Option 1 - Upgrade one cubicle in each of the male and female toilet blocks to provide a wheelchair accessible toilet that complies with AS1428.1.</p> <p>Option 2 – Install one Unisex Accessible Toilet facility adjacent the existing toilet block by constructing a new cubicle. Also install a Master Locksmiths universal Access Key (MLAK) on the accessible toilet and provide keys to local residents who have mobility impairment. Liaise with Australian Quadriplegic Association for information regarding the MLAK system.</p> <p>Ideally option 2 is the much preferred approach.</p>	2002/2003 2002/2003	High High	Option 1 undertaken
Signage	5.4.2.4	<ul style="list-style-type: none"> Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	Not implemented
Flockhart Park	5.4.3	<i>Hextol Street and Burwood Road, Enfield</i>			
Car Parking	5.4.3.1	<p><i>On/Off-Street Car Parking – Hextol Street</i></p> <p>Provide one accessible parking space at least 3200mm x 5500mm (AS2890.5) adjacent the entry pathway.</p> <p>Install signposts to comply with AS1428 and AS2890 with international symbol for access and 800 x 800mm road symbols.</p>	2003/2004	High	Not implemented

Pedestrian Pathways	5.4.3.2	<i>Hextol Street</i>			
		Enhance accessibility of the existing pathway near the amenities block by re-paving uneven sections that have excessive crossfall at the eastern corner of the amenities block and trip hazards from lips between abutting sections of pavement and uneven transitions with the grassed areas.	2003/2004	Medium	Implemented
		Additional hard paved pathways will be installed from the amenities block to the bubblers, mounded hill adjacent the playground and viewing areas.	2003/2004	Medium	As above
		Install a hard paved pathway from the main amenities area to the cycle way adjacent the canal to form a continuous accessible pathway.	2003/2004	Medium	As above
		Install a new bubbler which includes wheelchair accessible pathway to the bubbler. The design of the bubbler also allows people to wheel under the basin/bowl and has push button controls.	2003/2004	Medium	Not implemented
		<i>Burwood Road</i>			
To reduce the steepness of the existing pathway entrance an additional section of path not exceeding 1:20 will be constructed to deviate from the existing pathway and then rejoin the main pathway on top of the rise.	2003/2004	Medium	Not implemented		

Amenities block, picnic shelters and tables	5.4.3.3	<i>Amenities Block</i> The counter height of the canteen block shall be lowered to a maximum 850mm with a shelf counter that has at least 730mm underside clearance.	2003/2004	Medium	Not implemented
		<i>Picnic shelters and seating</i> Provide accessible picnic tables that provide 850mm maximum height 730mm minimum underside clearance with at least 600mm depth clearance for a wheelchair user to wheel under a table and a level 1300mm wide concrete plinth around the picnic table with smooth transition to surrounding grassed surface. The picnic tables shall be connected to existing pathways to provide continuous accessible paths of travel. Additional seating will be installed adjacent the playground area. Additional bins shall be installed in accessible locations adjacent pathways.	2003/2004	Medium	Not implemented
Accessible Toilet	5.4.3.4	Consider installing a MLAK universal key system to the accessible facilities. Liaise with Australian Quadriplegic Association for information regarding the MLAK system.	2003/2004	Medium	Not implemented
Signage	5.4.3.5	<ul style="list-style-type: none"> Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	Not implemented
Henley Park	5.4.4	<i>Mitchell Road and Portland Street Enfield</i>			
Car Parking	5.4.4.1	<i>On-Street Car Parking Area – Portland Street</i> To provide two accessible parking spaces at least 3200mm x 5500mm (AS2890.5) on Portland Street, install one adjacent the playground and one adjacent the service vehicle entry to the park. Also provide kerb ramp access from these parking spaces to the footpath. Install appropriate signage and road markings in accordance with AS2890.	2001/2002	Medium	Completed

Pedestrian Access and Pathways	5.4.4.2	Continue the existing pathway to provide a continuous loop around the entire park with accessible kerb ramp entry points (that comply with AS1428) at various intervals near street intersections and pedestrian crossings from roadway surface to the pathway.	2002/2004	Medium	Implemented
		All bollards on pathways shall be painted in colours that contrast with background materials and a 150mm band of reflective material will be installed around the top of each bollard to assist people who are vision impaired.	2002/2003	Medium	Undertaken
		Install Map/Directory notice boards in several locations around the park and pool complex that identifies all the facilities in the area.	2002/2003	High	Installed
		Tactile and Braille information shall be included on the Map/Directory notice boards.	2002/2003	High	Included
Toilets	5.4.4.3	Install signage on the male and female toilets indicating “accessible” cubicles inside the toilet blocks. Install “D” ring handles on inside and outside of toilet doors of both facilities and sign to indicate dual swing function.	2001/2002	Medium	Not implemented
Picnic and BBQ facilities	5.4.4.4	Remove 100mm steps from the paved areas where picnic tables are installed by providing soil fill and turf to establish level transition between grassed area and pavements.	2001/2002	Medium	Not implemented
Playgroup equipment	5.4.4.5	Maintain softfall material around the equipment to enable interaction between children who use a wheelchair and other children. Upgrade playgroup equipment to include a style which allows a child who uses a wheelchair to gain at least partial access to a portion of the playground.	2002/2003	Medium	A Liberty Swing for children on wheelchairs has been installed in Nov 2006.
Sports Area Facilities	5.4.4.6	Install additional seating around the sports grounds and ensure the concrete plinths provide a wheelchair seating space at least 1500 X 1000 adjacent the fixed bench seating. Also install hard paved pathways that connect the seating areas to the main pathway.	2002/2003	Medium	Not implemented

Signage	5.4.4.7	<ul style="list-style-type: none"> • Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	Not implemented
Park Reserve areas	5.4.5	Reserve equipment upgrade program			
Reed Reserve Jackson Reserve St Paul's Close Reserve Jackett Reserve Sanders Reserve Keith Smith Reserve		<p>Ensure that replacement of playground and other equipment shall include designs that incorporate "Accessibility" features such as:</p> <ul style="list-style-type: none"> • Playgrounds have softfall material around the equipment rather than sand or woodchip. • Playgrounds include ramps which enable children who use a wheelchair gain maximum participation with other children. • Bubblers that comply with AS1428. • Pathways into the reserves are wheelchair accessible and comply with AS1428 and link with existing footpaths and bus stops. • Provide a fenced playground at Keith Smith Reserve. Three sides have already been fenced. 	2003/2005 2003/2005 2003/2005 2003/2005 2001	Medium Medium Medium Medium High	Not implemented As above As above As above Completed

Burwood Library	5.5	Deane Street, Burwood The following recommendations for enhancing the accessibility of the Burwood Library are based upon the existing facilities. It is also understood that a new library is under consideration by Council and that the following will assist to inform the future planning of library services.			
Car Parking and pedestrian pathways to public transport	5.5.1	There is no on-site car parking for the public. There is only limited basement parking for staff only which is generally “inaccessible” for people who use a wheelchair.	2001/2002	High	No on-site parking possible. There are 2 accessible parking spaces on Deane St. close to bottom of ramp.
		Whilst there is limited on-street parking in the surrounding streets it is essential to provide some reserved parking spaces for people with mobility restrictions, either in the basement or an allocated space in Waimea Street.	2001/2002	High	Kerb ramp in placed.
		Install kerb ramps on Deane and Marmaduke Streets to enable people who use a wheelchair to cross the road to connect with existing concrete footpaths and continue to public transport on Burwood Road.			
Entrance	5.5.2	Replace existing ramp with a new ramp that provides maximum gradient of 1:14 (1:20 preferred) and is a continuous even grade with 1200 long level rest areas at least every 9 metres. Where the ramp exceeds 1:20 handrails shall be installed in accordance with AS1428.	2002/2003	High	Not implemented. Ramp and door are still the same. Council waiting for the adoption of an LEP to commence building of new library.
		Replace the existing narrow double doors with door set that provides an active leaf which is at least 850mm clear opening with lever door handles. Also reduce force to open main entrance doors to no more than 1.95 kg or install a semi-automatic on-demand electric door opener that operates only when activated.	2002/2003	High	
		Replace existing worn door mat with a new one to reduce risk of trips and falls.	2002/2003	High	Replaced
Entrance cont...	5.5.2	Replace the existing external steps with steps that have even step geometry that complies with AS1428.2, has luminance contrasting strips on step treads, and has handrails that comply with AS1428 and outdoor lighting that complies with AS1680.	2002/2003	Medium	Not implemented (steps still the same)

Reception	5.5.3	Modify existing counter to provide a lowered section for wheelchair users in accordance with AS1428.2 Clause 24.	2003/2004	Low	In progress
		Raise the height of the Information Desk to provide a maximum 850mm with at least 730mm underside clearance and 600mm depth for a wheelchair user to wheel under.	2003/2004	Medium	Info desk removed.
		Ideally a hearing loop will be installed at the reception counter.	2003/2004	Low	Audio loop just for counter has been recommended.
		Lower the height of the public telephone to provide a maximum height of 1150mm to the controls.	2001/2002	Low	TTY needs to be replaced and be located at Customer Service of Council Chamber as this is in Council's letterhead. Staff need training for this.
		Advertise the TTY phone number on all relevant Council literature and library letterheads, etc. Re-train staff in the use and operation of the TTY.	2001/2002	Low	
Internal circulation and vertical access to levels 2 (reference) and 3 (historic items).	5.5.4	Whilst the lower level is generally accessible to wheelchair users the upper level is only accessible by stairway which do not comply with AS1428 in terms of the open risers, polished timber surface, width, handrails, luminance contrast strips on step edges and lack of tactile indicators.	2002/2003	High	To be incorporated in the new library.
		To provide equitable access to library services Council will install a lift that travels at least 3 levels from level 1 to 3 and ideally to the basement car park.	2002/2003	High	To be incorporated in new library
		The accessibility upgrade will enhance the safety by modifying the existing stairs to address the non-compliance issues mentioned above.			
Internal circulation in aisles		Whilst circulation between aisles is adequate in many areas of the library shelving there are an equal number of problem areas where independence and easy access is not possible. Ideally all aisles should be no less 1550mm (1800mm preferred) wide between shelving and at the end of aisles.	2002/2003	Medium	Improved circulation arrangements undertaken

Library shelving	5.5.5	To standardise the variable height of library shelving to be more accessible and safer, the top shelf should not exceed 1670mm generally, and 1220mm for items for people who use a wheelchair.	2002/2003	Medium	Completed
		Replace labels and other signage to comply with AS1428 in terms of sans serif font, text size relevant to the viewing distance and luminance contrast.	2002/2003	Medium	Underway
Lighting	5.5.6	As there is very little natural lighting the lighting requires greater attention as some areas are very poorly lit, below 200 Lux, with very uneven light distribution. Upgrade lighting in "large print" book area to provide at least 550 Lux to assist people with low vision. Upgrade lighting generally to 400 Lux, especially in aisles where poor lighting exists.			Improved daylight tubes installed
Meeting Room	5.5.7	The meeting room located on level one is generally accessible and provides a hearing loop to assist people with hearing impairments. Whilst the in-built loop is available it is apparent the loop is non-operational and new loop would be necessary.	2003/2004	Medium	Loop under investigation
Toilets	5.5.8	Whilst the library has a wheelchair accessible toilet there are several aspects which do not comply with AS1428 that require modification, including: <ul style="list-style-type: none"> • Unisex signage for accessible toilet required on entry door. • Lower D ring handle to 900-1100mm above the floor. • Lower the lock from 1450 to 900-1100mm above the floor. • Reduce the 42 Newton force to no more than 19.5N to open the swing door or install sliding door. • To increase circulation inside cubicle wall mount the Nappy Disposal unit. • Relocate handbasin to provide more space in front of the toilet pan in accordance with AS1428. 	2001/2002	Medium	Not implemented. Will be incorporated in new library.

		<ul style="list-style-type: none"> • Also replace tap handles to lever taps. • Hand towel to be lowered to no more than 1200mm above floor. 			
Library Services	5.5.9	<p>Ensure Photocopiers, Faxes and other equipment remain in locations which are physically accessible in accordance with AS1428 parts 1 and 2.</p> <p>Continue the Home and Mobile lending service for people unable to access Burwood Library.</p> <p>Produce catalogues as required for the consumers of the Home and Mobile Lending service to enable greater choice of books.</p>	Ongoing Ongoing	Medium High	Ongoing Ongoing
Signage	5.5.10	<ul style="list-style-type: none"> • Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	Will be installed in new library
Children's Library (Enfield)	5.6	<i>196 Liverpool Road, Enfield - See section 8.12 GREENWOOD HALL</i>			This property has been sold

<p>Tree planting</p>	<p>6.2</p>	<p>Council shall develop an information sheet which informs the public of the requirements to plant trees and shrubs in a manner which does not pose potential hazards for the general public. The key requirements shall include:</p> <ul style="list-style-type: none"> • Minimum overhead clearance of 2000mm. • Minimum pathways width of 1000mm and no encroachment of existing pathways which are more than 1000mm in width. • A list which provides examples of recommended species for planting in various locations. 	<p>2001/2002</p>	<p>Medium</p>	<p>There is no information sheet but a Notification letter I sent to concerned resident re: overhanging trees and shrubs explains this. The public can access the Customer Request Management (CRM) system in case of overhanging trees/shrubs or trees that need to be cut. Relevant staff/section will respond to the CRM.</p>
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Council Service or Program		7. CORPORATE GOVERNANCE	Implementation		
<i>Good Governance and Democratic Local Government</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
<i>Election of Councillors</i>	7.1	Liaise with the Electoral Commission to request that polling booths are wheelchair accessible and assistance is available for people with vision impairments, and cognitive impairments with voting procedures.	2001 elections	High	Not implemented/not addressed. Council needs to write to the State Electoral Commission re: this.
<i>Reflecting community needs</i>	7.2	Ensure preparation of the Management Plan incorporates the views of the community representing people with disabilities and subsequent action strategies. The community consultation processes of Council shall ensure that public forums are wheelchair accessible, hearing loops are provided and sign language interpreters can be made available upon request. Make available copies of the Management Plan in alternative formats, large print, audio, digital format, to suit people with vision impairments.	Annually Ongoing Annually	High	Ongoing
<i>Provide Legal Advice to Councillors</i>	7.3	Provide at least annual briefings to Councillors concerning Council's responsibilities and obligations under various legislative and regulatory framework concerning: <ul style="list-style-type: none"> • Disability discrimination • Social planning responsibilities • Building regulations and codes relating to access for people with disabilities 	Annually	Medium	Ongoing
<i>Preparation and presentation of Annual Report</i>	7.4	Ensure preparation of Annual Report incorporates a summary of the status and evaluation of action strategies from the DDA Action Plan.	Annually	High	Noted for inclusion but not inserted.

Council Service or Program		8. CORPORATE SUPPORT	Implementation		
<i>Customer Services</i>	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
<i>Customer Service policies and staff development</i>	8.1.1	To ensure the provision of effective customer focused services that enable equal access for people with disabilities Burwood Council will: Develop a Customer Service Statement for people with disabilities and modify procedures to ensure that Customer Service Centre Staff are: <ul style="list-style-type: none"> • Aware of the needs of people with various types of disabilities and those policies address these issues. • Provided with regular staff training programs in customer service techniques to avoid causing distress or confusion for people with disabilities when receiving customer service. 	2002 and Ongoing	High	Staff have participated in "Disability Awareness" workshops in 2004 and 2005
<i>Customer service areas</i>	8.1.2	Ensure customer service areas maintain "access" for people with disabilities and enhance access where required: <ul style="list-style-type: none"> • Provide a lowered section of the counter at Council's Customer Service Counter to suit people who use a wheelchair. • Continue to provide adequate task lighting (400-500 Lux) in areas where reading and writing is essential and display areas such as plans, maps and brochure stands. 	2001 2001 ongoing	Low High	Implemented Implemented
<i>Communication systems</i>	8.1.3	Provide and maintain effective assistive hearing devices to enable equal access for people with hearing impairments by: <ul style="list-style-type: none"> • Maintaining a hearing loop on service counters, and provide signage , • Providing staff training in use of the equipment and include in induction program 	2001 ongoing 2001 ongoing	Medium Medium	Recommendations to improve Customer Service area re: hearing enhancement underway with staff training included

Communication systems – cont...	8.1.3	<ul style="list-style-type: none"> • Installing a TTY tele-typewriter in the Call Centre and customer service areas, and include TTY number on Council letterheads and other documents. • Promote the use of the TELSTRA NATIONAL RELAY SERVICE for people who are deaf or speech impaired. 	Ongoing 2002/2003	High Medium	TTY needs to be at Customer Service area and staff need to be trained. Need new TTY equipment installed. Current one in Library is broken/old model.
Information Materials	8.1.4	<p>Ensure publications, brochures, posters, public notices, discussion papers and other information materials are available in alternative formats, including:</p> <ul style="list-style-type: none"> • Large print documents (minimum 18 pt Arial – sans serif) • Document design in sans serif font, minimum 30% luminance contrast in document design, reduce need for complex confusing graphics that have no informative value. • Audio tape format • Relevant documents in digital computer format for text to speech computer software and reading devices • Provide referral disability legal advisory service for people who need interpretation assistance for complex legal, regulatory and procedural discussion papers and plans, maps and diagrams associated with development applications and other documents. 	2001/2002 2001/2002	High – Medium Medium	Text version available on website. Website contains most relevant Council papers/documents. Other formats not available.

Customer service evaluation	8.1.5	<p>Expand existing customer satisfaction surveys that include issues relevant to the access needs of people with disabilities. For example:</p> <ul style="list-style-type: none"> • Physical access to customer service areas • Communication systems operate effectively • Staff assistance is readily available • Staff assistance is effective in handling customer service issues • Staff attitudes are positive towards people with disabilities • Responses to requests from people with disabilities are provided in timeframes at least comparable with other people in the community 	2001/2002	Medium	Not implemented.
Information Technology	Ref No. 8.2	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
IT Support	8.2.1	<p>Flexible information delivery</p> <p>Develop a flexible information service delivery program within the IT and Document Management areas to be able to facilitate information requests in alternative digital formats to suit text-to-speech reading devices for people who are blind or vision impaired.</p>	2001/2002	High	Partially addressed.

IT Support	8.2.2	Customised IT equipment for employees Develop knowledge of specific IT/Computer adaptations which assist employees with disabilities to be effective and efficient in the use of IT / computer equipment. For example: <ul style="list-style-type: none"> ▪ Trackball and mouse devices ▪ Keyboard macros ▪ Voice recognition software ▪ Text to speech software ▪ Digital Braille ▪ Large screen monitors ▪ Text predictability software 	2001/2002 ongoing	High	Solutions tailored to individual requirements where possible
Website Design and Support	8.2.3	The Website shall be upgraded to WC3 level 3 Accessibility (World Wide Web Consortium Web Accessibility Initiative Guidelines) to provide access features to suit people with vision impairments. Maintenance and uploading of information shall also comply with the above standard.	2001/2002	High	Text version available on website
Administrative Support	Ref No 8.3	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
Councillors Administrative Support	8.3.1	Provide Council business papers in alternative formats to suit the individual needs of Councillors with a disability as required. See section 8.1.4 Information Materials for more information.	As required	High	Access Committee minutes/materials printed in larger fonts; documents sent by email to vision impaired member who has adaptive technology/software.
Telecommunications office equipment.	8.3.2	See section 8.1.3 Communications systems.			

Preparation and presentation of Annual Report	8.3.3	Ensure preparation of Annual Report incorporates a summary of the status and evaluation of action strategies from the DDA Action Plan.	2001/2002 ongoing	High	Prepared but not included.
Public Relations Community Relations and events management	8.4.1	Develop and modify protocols and procedures to ensure that:: <ul style="list-style-type: none"> • Cultural events and venues have wheelchair access to buildings, stage/platform, parking and toilet facilities. • Venues provide a hearing loop, have adequate acoustics and smaller venues have adequate lighting for people to lip read. • That Auslan sign language interpreters are advertised as available. • That written handouts are made available prior to consultations for people with vision impairment or cognitive impairment to have sufficient time to be informed about the content of the materials. 	2001/2002 As required	High	Implemented as needed. Only Chambers equipped with hearing loop.
Media Reporting	8.4.2	Mayoral Column, Newsletters and media releases To demonstrate Council's ability to be "in-touch" with people with disabilities liaise with local and peak disability organisations to develop an internal knowledge base of the diversity of the community and appropriate understanding which does not present people with disabilities in a patronising or inappropriate manner. See section 8.3.3 regarding the Annual Report.	2001/2002 ongoing	High	Mayoral Column which is appears in a local community newspaper is available on Council's website and has text version.
Community Satisfaction Survey	8.4.3	Liaise with Council's Community Services Department to ensure people with disabilities are included in general survey activities and for specific surveys relevant to disability issues.	2001/2002 ongoing	High	Consultations as part of Social Plan development

<p>Human Resources Equal Employment Opportunity for people with disabilities</p>	<p>8.5.1</p>	<p>Review EEO Program Review and modify disability section of the EEO Management Plan to include;</p> <ul style="list-style-type: none"> • The development and implementation of EEO data collection program for Council employees • Review job descriptions to assess the potential for any discriminatory practices • The development of Council policy on making adjustments in the workplace • The development and implementation of an equity strategy for recruiting people with disabilities • Inclusion for equity issues and non-discriminatory practices for interview panels • Annual reporting system of EEO performance by Council 	<p>2001/2002</p>	<p>High – medium</p>	<p>Staff Consultative Committee is currently reviewing the EEO program to be completed by mid-2007</p>
<p>EEO Information Systems</p>	<p>8.5.2</p>	<p>The development and implementation of EEO data collection program for Council employees. Implementation of the EEO data collection shall include:</p> <ul style="list-style-type: none"> • Development of the data collection survey form to focus on “making adjustments in their job” as an OH&S prevention strategy and avoid negative connotations relative to employee’s disabilities. • Strategies for distribution and staff education concerning the purpose of data collection, non-compulsory self identification, the potential to assist them in their jobs and how it can assist Council to update policies and procedures. 	<p>2001/2002 2001/2002</p>	<p>High High</p>	<p>Should be referred to EEO Consultative Committee As above/part of the process</p>

General Recruitment procedures and practices	8.5.3	<p>To review and modify recruitment procedures to ensure Council practices are non-discriminatory concerning people with disabilities. Develop and implement policies concerning:</p> <ul style="list-style-type: none"> • Reasonable Adjustment or making adjustments • Induction processes for all employees to include a section on EEO • Regular staff training program in interview and selection techniques relevant to applicants with disabilities 	2001/2002 Ongoing each year	High	Part of EEO Consultative Committee process as stated above
Equity Strategy for people with disabilities	8.5.4	<p>Develop and implement an equity strategy for people with disabilities which includes the following aims and activities:</p> <ul style="list-style-type: none"> • Identify positions which can suit people with various types of disabilities. • Consider job redesign where non-core duties can be reallocated with other positions. • Liaise with specialist disability employment services in the surrounding areas to develop working relationships and options for support programs. • Set a target of 3% of Council's workforce to be filled by people with disabilities and 1% for people who require adjustments. • Progress targets towards 5% and 2% respectively to represent the proportion of working age people with disabilities in the general community. 	2003/4/5 2003/4/5	Medium Medium	<p>Will be considered in Consultative Committee's work for 07-08. As above. Undertaken</p> <p>Noted and will be considered.</p>
EEO and OH&S Workers Compensation Management	8.5.5	Review the management procedures of workers compensation cases to ensure appropriate consideration for job redesign, reasonable adjustment, re-deployment and retraining systems are in place and implemented in an effective manner to avoid premature retirement.	2003/4/5	Medium	Undertaken
Property Management	Ref No.	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer

Property Management Objectives and assessment methodology	8.6	Property portfolio evaluations shall include assessment of land and buildings for community purposes and to take people with disability, access and support into consideration. Assessment protocol shall be developed in conjunction with Council's Community Services Department.	2001/2002	Medium	Noted
Finance Management	8.7	Not applicable			
Rates	8.8	Not applicable			
Engineering Design Design review	8.9.1	Develop and disseminate information concerning access requirements to buildings and facilities. When developing checklist and information materials consider the following technical standards: <ul style="list-style-type: none"> • Advisory Notes on Access to Premises (HREOC) • DDA Transport Standard, draft (HREOC) • Australian Standards 1428, 1735, 2890, 1680, 2207 and 4299 • Building Code of Australia Provide information regarding adaptable housing design for all medium to high density residential building developments.	2001/2002	High	Incorporated in process
Document review	8.9.2	Update "Accessible Burwood" checklist to reflect contemporary standards for the above listed codes and guidelines.	2001/2002	High	Incorporated in process. No separate checklist exist
Staff training	8.9.3	Establish a regular and ongoing staff development program concerning access guidelines and changes in legislation, precedents in disability discrimination cases, DDA Standards development, Australian Standards and the Building Code of Australia for all development assessment personnel.	2001/2002	High	Ongoing

Compliance check	8.9.4	Engage external "Access Consultants" to undertake access audits and appraisals of plans prior to construction for significant public building and facilities. Engage external "Access Consultants" to undertake access audits during construction and post occupancy audits for significant public buildings and facilities.	2001/2002	High	As the need arises.
Access Committee liaison	8.9.5	Liaise with Burwood Council Access Committee to establish effective communication for the design, construction and maintenance of "Council" buildings, facilities and public domain infrastructure.	2001/2002	High	On going
Council Works Depot	8.10	Provide wheelchair accessible office and staff amenities to enable employment opportunities for people with disabilities and quicker return to work options for Depot staff in the event of a significant temporary physical disability.	2004/2005	Medium	Depot premises currently being reviewed.
Plant	8.11	Not applicable			
Burwood Council Chambers and Administration Centre	Ref No. 8.12.1	Action Strategy and Performance Measures	By What Date	Priority	
Pedestrian pathways	8.12.1.1	Replace kerb ramps at the intersection of Conder Street and Hornsey Street that comply with AS1428.	2001/2002	Medium	Implemented
		Re-pave paving bricks in the Council forecourt in Hornsey Street where several areas have subsided.	2001/2002	Medium	As above
		Replace existing drainage grates in the Council forecourt with grates that have opening no wider than 12mm and no longer than 150mm and than the longitudinal openings run opposite to the predominate direction of pedestrian movement. Given the various directions of pedestrian movements the grates should be smaller squares rather than elongated openings.	2001/2002	Medium	As above

Car Parking and pedestrian pathways	8.12.1. 2	<p>Whilst there is an area for two “accessible” spaces in front of the main entrance of Burwood Council that comply with the relevant standards, there are several designated “accessible” spaces behind the Welfare Centre in an adjoining car park which do not fully comply. To enhance the accessibility install the following:</p> <ul style="list-style-type: none"> • Bollards alongside the parking spaces at the rear of the Welfare Centre to prevent cars from blocking access to the wheelchair accessible pathway along the side boundary of the Welfare Centre. • Additional signage on the “Accessible” spaces indicating liability for fines for unauthorised parking. • Replace the drainage grates in the middle of the car park which, ideally, have openings less than 12mm X 12mm. 	2001/2002	Medium	Completed
			2001/2002	Low	
			2001/2002	Low	
Car Parking and pedestrian pathways	8.12.1. 2	<ul style="list-style-type: none"> • Install a new pedestrian zoned pathway along the southern side of the access driveway from Hornsey Street into the car park that is clearly painted with appropriate road markings. • Continue this pathway alongside the fence line of the Daisy Day Care Centre in Hornsey Street • Whilst there are no “accessible” parking spaces in the smaller northern car park off Conder Street there should be signage indicating the presence of accessible parking in Hornsey Street. 	2001/2002	High	Completed
			2001/2002	High	Completed
			2001/2002	Low	No longer public parking site
Main Entrance to Council Chambers	8.12.1. 3	<p>Whilst the main entrance provides automatic opening doors and a level threshold which is generally accessible, ideally the installation of an awning would be desirable for occasions when people with disabilities need to transfer from a vehicle in wet weather.</p> <p>To eliminate the potential trip hazard from the portable signage immediately inside the front door it is recommended that alternate signage is installed which is NOT in the direct path of the main entrance.</p>	2003/2004	Low	Implemented.
			2001/2002	High	

Ground floor reception and Customer Service area	8.12.1.4	<p>To improve accessibility of the public areas of the ground floor install the following:</p> <ul style="list-style-type: none"> • Provide a lowered section of the customer service counter in accordance with AS1428.2 Clause 24, and increase the lighting to at least 400 Lux and 550 Lux for an area to suit people with vision impairment. • Provide a hearing loop mat at the customer service counter. • Increase lighting levels in the hallway that leads to the ground floor toilets to at least 250 Lux. 	2002/2003	Low	Incorporated in re-fit
			2002/2003	Medium	Not implemented.
			2002/2003	Low	Completed
Signage	8.12.1.5	<ul style="list-style-type: none"> • Install Braille and Tactile wall signage on all facilities such as toilets, change rooms, meeting rooms and the like. 	2003/2004	Medium	Installed in toilets and lift.
Toilets (ground floor)	8.12.1.6	Whilst the existing accessible toilet has limitations in terms of the size of the cubicle the accessibility could be enhanced by relocating the handbasin to provide greater circulation inside the toilet. Ideally the door should be wider to provide at least 800mm clear opening.	2002/2003	Low	Not completed
Toilets (upstairs)	8.12.1.6	<p>To improve the accessibility of the existing “accessible” toilet re-install the door to swing outwards to provide more circulation space inside the cubicle.</p> <p>Enhance lighting in the hallway and repaint the door to provide at least 30% luminance contrast with the adjoining wall.</p>	2001/2002	High	Not completed
			2001/2002	Low	
Stairway	8.12.1.7	<p>Replace the existing handrail with one that complies with AS1428 in respect of height, extensions beyond first/last step, tactile buttons on end of handrails, and tubular style circular cross section.</p> <p>Install colour contrasting safety strips on step treads that provide at least 30% luminance contrast.</p>	2002/2003	Medium	Not completed
			2002/2003	Medium	Not implemented

Level 2 hallway / foyer	8.12.1.8	Install enhanced lighting that provides even distribution to at least 250 Lux.	2002/2003	Low	Implemented
		To enhance detectability of hallway surrounds for people with a vision impairment in terms of luminance contrast between wall and floor colour schemes consider installation of décor which provides at least 30% luminance contrast between wall and floor and wall and doorways.	2003/2004	Medium	Implemented
Council Chamber	8.12.1.9	<p>Whilst the chambers are generally accessible and a hearing loop is provided the following are recommended to improve the accessibility:</p> <ul style="list-style-type: none"> • Check the operation of the hearing loop regularly, provide staff training to all personnel likely to use the chambers or meeting area and install a notice informing staff of how to operate the audio equipment and hearing loop. • Provide some seats with arm rests to suit people who are frail or have ambulant disabilities. • Provide meeting tables which have at least 730mm underside clearance to suit people who use a wheelchair. • Provide a portable ramp to access the stage. • Review and maintain lighting to ensure a minimum of 250 Lux (350 preferred). 	2001/2002	High	Hearing loop is working and is always kept on. Speakers need to be reminded that hearing loop only works if speaker uses the microphone/audio system.
			2001/2002	Medium	
			2001/2002	Medium	Implemented.
			2002/2003	Low	
			2001/2002 ongoing	Medium	
Egress and evacuation	8.12.1.10	Review evacuation procedure to include consideration of people with disabilities in the event of a power blackout and an inoperable lift.	2001/2002	High	In place during office hours.
Burwood Community Welfare Centre	Ref No. 8.12	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
Car Parking and pedestrian pathways to public transport	8.12.2.1	See 8.12.1.2 regarding recommendations for improving the “accessible” parking. Provide alternate parking spaces for staff and reserve the designated accessible spaces for visitors.	2001/2002	Medium	Implemented

Entrance	8.12.2. 2	Provide threshold ramps to eliminate the 50mm step from the pathway to the front verandah and the 50mm step from the verandah through the front door.	2001/2002	Medium	Implemented
Entry foyer Reception area	8.12.2. 3	Relocate furniture inside the reception area to provide more wheelchair circulation space.	2001/2002	Low	Implemented
Toilets	8.12.2. 4	Modify the door swing and size to enable a wheelchair user to close door once inside of the cubicle.	2001/2002	Medium	Not implemented
<i>Daisy Childcare Centre</i>	Ref No. 8.12.3	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 As reported by a responsible officer
Car Parking and pedestrian pathways to public transport	8.12.3. 1	See 8.12.1.1 and 2 regarding recommendations to provide access from Conder Street along Hornsey Street and improve accessibility of parking in the adjoining carpark.	2001/2002	High	Implemented
Entrance Gate	8.12.3. 2	In addition to the above strategy upgrade the rear/side entrance to become a more formal entry with appropriate signage and a buzzer adjacent the gate to alert staff. (Please Note: In respect of the height of gate controls that safety provisions must prevail over access requirements.)	2001/2002	Medium	Implemented

Greenwood Hall (and Children's Library)	Ref No. 8.12.4	Action Strategy and Performance Measures	By What Date	Priority	Status 2007 as reported by a responsible officer
Car Parking and pedestrian pathways to public transport	8.12.4. 1	<p>Replace existing kerb ramp on the corner of Liverpool Road and The Parade with one that complies with AS1428.</p> <p>Whilst there are several on-street parking spaces designated for people with mobility parking permits the steepness of The Parade ideally they need to be relocated to an area which has a gradient no greater than 1:40 in all directions (slope and cross fall). This could possibly be achieved in the forecourt of Greenwood Hall.</p>	2002/2003 2002/2003	Medium High	Property has been sold
Entrance	8.12.4. 2	<p>Whilst there is an existing ramp which travels from the Liverpool Road forecourt to the undercover entrance of Greenwood Hall the design does not comply with AS1428.</p> <p>To enhance access to Greenwood Hall and Children's Library Council will undertake the following strategies:</p> <ul style="list-style-type: none"> • Raise the upper level landing entrance to the same level as the Children's Library door threshold to remove the existing 200mm step. • Install a new ramp that provides maximum gradient of 1:14 (1:20 preferred) and has a level landing at the door entrances. Where the ramp exceeds 1:20 handrails shall be installed in accordance with AS1428. • Reconstruct steps adjacent the ramp and install handrails that comply with AS1428. • Install Tactile Ground Surface Indicators at the top of the stairway in accordance with AS1428.4 	2002/2003 2002/2003 2002/2003 2002/2003	High High High High	NA

Entrances cont...	8.12.4. 2	<p>To enhance access to the entrances of Greenwood Hall and Children's Library Council will undertake the following:</p> <ul style="list-style-type: none"> • Install doors that provide a minimum 800mm (850 preferred) clear opening for the active leaf, with lever handles at 900-1100mm above the floor. • Reduce force to open main entrance doors to no more than 1.95 kg or install a semi-automatic on-demand electric door opener that operates only when activated. 	2002/2003	High	NA
Toilets	8.12.4. 3	Refurbish the accessible toilet completely with a new design that complies with AS1428.	2002/2003	High	NA

Appendices

Disability Awareness Survey

Customer Service

Customer service is a high priority for Local Governments. Many organisations have mission statements or a policy which refer to the need to provide a high level of service to the public.

It is important that people with disabilities are considered as part of this process. This will ensure that the same opportunities are provided to all community members to access services and facilities.

People with Disabilities

A survey conducted by the Australian Bureau of Statistics in 1998 found that over 19% of the population reported having a disability. There are many types of disabilities including: sensory, physical, intellectual, cognitive, neurological and psychiatric. As a result some people may have experience difficulties with:

- Mobility restrictions – using a wheelchair, scooter, walking frame, canes, or prosthesis.
- Vision impairment – including people with low vision and who are blind.
- Hearing impairment – including people who are deaf or use a hearing aid.
- Understanding information or expressing themselves – people with an intellectual disability, acquired brain impairment or mental illness.

Disability Action Plans

To address the Council's responsibilities under the Disability Discrimination Act of Australia 1992 (DDA) Council is developing a DDA Action Plan which will aim:

- to improve access for people with disabilities,
- to ensure access to information, communication, programs and services,
- to ensure Council's policies and planning controls are non-discriminatory,
- to equip staff to provide quality customer service to people with disabilities,
- to minimise Council's liability under the DDA, and
- To develop a Disability Action Plan that incorporates the above issues.

To develop the Action Plan we need input from residents, people who work and visit Burwood Area. Issues we are seeking comment on are:

1. the accessibility of Council buildings and facilities,
2. the accessibility streetscapes, bus stops car parks,
3. the accessibility of public information and communication systems,
4. the extent of access to decision-making and consultation processes,
5. the level of knowledge and awareness among staff of specific requirements in Council's policies and planning controls concerning people with disabilities,
6. The extent to which Council services and programs have been adapted to meet the needs of people with disabilities.

Staff Awareness

The area of staff awareness plays an important part in determining whether or not a service is accessible to people with disabilities. We are seeking your input on how barriers that

people with disabilities experience when trying to access services are overcome with staff assistance.

Before completing the survey please answer the following:

Are you a person with a disability, if so please describe how your disability affects you, (tick more than one if needed)

- Vision
- Hearing
- Mobility
- Understanding information
- Expressing themselves
- Or appear confused or disorientated.

If you do not have a disability are you; a carer of a person with a disability; worker who provides a service for people with disabilities; a friend or other interested person?

Can you please tell us which suburb in the Burwood Area do you live or work?

- Burwood
- Croydon
- Croydon Park
- Enfield

Accessibility of buildings and facilities

1 How would you rate the Council’s awareness to identify and remove any problems that prevent people with disabilities from accessing Council services, including, access to buildings, parks, streetscapes and public amenities?

Type of disability or restriction	High	Mod	Low
▪ Vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Understanding information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Expressing themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Or appear confused or disorientated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2 Have you identified any problems that prevent people with disabilities from gaining independent access to Council buildings, parks and public amenities?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

3 If so, to which buildings, facilities and what problems have you identified?

Please list examples of access barriers	Disability types and effect (mobility, vision, hearing)
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Parks

Buildings

Car Parking

Streetscapes – footpaths, kerb ramps, etc

Public Toilets and other amenities

(Add an extra sheet for a longer list of facilities)

Council's design criteria, Development Control Plans, Maintenance & Works Programs

From your knowledge of Council's policies, Development Control Plans and Works Maintenance programs how would you rate awareness and ability of Burwood Council to identify and incorporate specific access requirements in these areas?

Type of disability or restriction	High	Mod	Low
▪ Vision	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Hearing	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Mobility	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Understanding information	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Expressing themselves	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Or appear confused or disorientated.	<input type="text"/>	<input type="text"/>	<input type="text"/>

If you know of specific Development Control Plans or design policies that include access provisions then please list:

Access to Council Services – Child Care, Library Community Transport and other services

5 Generally, how would you rate accessibility to Council's services for people with the following disabilities or restrictions:

Type of Disability or Restriction	High	Mod	Low
▪ Vision	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Hearing	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Mobility	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Understanding information	<input type="text"/>	<input type="text"/>	<input type="text"/>
▪ Expressing themselves	<input type="text"/>	<input type="text"/>	<input type="text"/>

Comments

Child Care Service

Library Services

Community Transport

Accessibility of public information and communication systems

Yes No

6 Do you know if your Council makes public information available in alternative formats to assist people with vision impairments?

If yes, please tick those formats provided and list what types of information materials.

- Computer disc
- Audio cassette
- Large print (18 font / photocopy enlargements)
- Braille
- Other

Please provide examples _____

7 Do you know how to provide or arrange for public information in alternative formats ? **YES** **NO**

YES **NO**

8 Does Council provide communication assistance for people with hearing impairments?

If yes, please tick the assistance provided:

- direct staff communication
- AUSLAN sign language interpreter
- Telephone typewriter (TTY)
- Fax
- Email/Internet
- Audio loop
- Other (please list) _____

Recruitment and Employment policies and practices

9 Are you aware if Council has an Equal Employment Opportunity policy and affirmative action plan for people with a disability?

10 If you are aware of an EEO policy does Council promote this in job advertisements?

Other Comments _____
