

MAITLAND CITY COUNCIL



ACCESS AND INCLUSION PLAN

2008-2010



Adopted: 8 July 2008

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➤ **Introduction**

Maitland is one of the fastest growing regional centres in New South Wales, with a current population of approximately 63,000 people. Maitland is a rural and residential area with some industrial land use. Most of the rural area is used for grazing, farming, mining and more recently, viticulture.

The **vision** for Maitland City Council is:

'A safe and healthy city, a quality lifestyle, a vibrant and sustainable future.'

Our **strategic goals** are:

A sustainable healthy environment

A focused, dynamic and sustainable economy

A vibrant, healthy, equitable and informed community

A city that is accessible and safe

➤ **The People of Maitland**

Maitland has a fast growing population, averaging an increase of 1.7% per annum. The population is younger than the national average of 20% with approximately 23% of the population aged between 0-14 years. However, the city is also following the national ageing trend with 22.2% of the population aged 55 years and over.

Currently, 2.6% of the population is from an indigenous background, compared to the national average of 2.3%. Further, 87.5% of the population was born in Australia, compared with the national average of 70.9%.

The rate of disability in Australia is estimated at 20%, or 1 in 5 people, as reported by an Australian Bureau of Statistics (ABS) survey in 2003. If Maitland is typical of the nation, an estimate of 12,600 people will have a disability that results in an "activity restriction". In addition, it is estimated that 86% of this population will experience limitations in core activities including self care, mobility and communication or restricted

education and employment opportunities.

➤ **Definition of Disability**

The Maitland City Council Access and Inclusion Plan adopts the broad definition of disability as outlined in the Disability Discrimination Act (DDA, 1992).

The DDA refers to “disability” as:

- (a) total or partial loss of the person’s bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or
- (e) the malfunction, malformation or disfigurement of a part of the person’s body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person’s thought processes, perception of reality, emotions or judgment or that

results in disturbed behaviour; and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future; or
- (k) is imputed to a person

➤ **Legislation and Policy**

Federal Legislation:

The DDA (1992) makes it unlawful to discriminate against people with a disability in a number of areas including the provision of goods, services and facilities. The Act refers to two types of discrimination direct and indirect. ‘Direct discrimination’ refers to situations where a person is treated less favourably due to their disability. An example of this might be refusing to allow a blind person into a taxi with a guide dog. An example of ‘indirect discrimination’ might require all customers to enter a store via a turnstile, which is unfair to someone who uses a wheelchair. The Act permits discrimination if the action required to prevent or eliminate the discrimination would cause “unjustifiable hardship”. Complaints

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regarding discrimination under the Act are generally handled by the Human Rights and Equal Opportunities Commission (HREOC).

State Legislation:

The NSW Anti-Discrimination Act (1977) parallels the DDA in many ways, but includes additional grounds for discrimination. Of particular note, the Act requires affirmative action for public sector employment for a number of target groups including people with a disability.

The NSW Disability Services Act (1993) outlines the ways funded services for people with a disability must be delivered to ensure equity. The Act requires Government Agencies to prepare Disability Action Plans to identify and provide actions to remove barriers to dealing with or gaining employment with them.

The Local Government Act (1993) requires Councils to undertake consultation and to provide adequate, equitable and

appropriate services and facilities to the community. Councils are required to report annually to the Department of Local Government on achievements against these measures.

The Local Government (General) Amendment (Community and Social Plans) Regulation (1998) requires all Councils to develop a social/community plan, covering seven mandatory target groups. People with a disability form one of the target groups. Councils are required to provide an annual report detailing activities and achievements as well as future planned activities, in relation to their Management Plan.

Maitland City Council:

In 1993, Council formed an access advisory panel, now known as the Maitland IDEAS (Inclusion, Diversity, Equity, Access, Strengths) group. Membership is comprised of Council staff, community members with a disability and local service providers who represent people with a disability.

➤ **Purpose of**

Access and Inclusion Plan

The main aims of Maitland IDEAS are:

- Promote and build the capacity of the Maitland community to provide life opportunities for all
- Promote the value of diversity within the Maitland community
- To advise Council on appropriate policies and procedures
- To act as a resource for Council staff by providing advice on needs of people with a disability in relation to projects specific to disability on major development policies
- To raise Council and community awareness of needs of people with a disability.

Maitland City Council is committed to taking a proactive approach to improve access and equity needs of the community. The Access and Inclusion Plan clearly outlines the steps Council will take to ensure people with a disability and their carers are included in the strategic planning for Council's facilities and operations. In particular, the Plan is focused on the following strategic areas:

1. Physical Access – This section covers major Council buildings, facilities and associated infrastructure and priority actions.

2. Employment and Training – This section identifies avenues for Council to adequately train staff in equitable recruitment practices, provide necessary workplace adjustments, evacuation procedures and disability awareness training for staff dealing with the public.

3. Information Management and Customer Services – This section

outlines strategies for Council to ensure it is able to provide information about its services in a range of alternative formats and that its website meets access standards.

4. Community Attitudes and Community Development – This section focuses on inclusion strategies for all Council events, continued support for an access advisory group and advocacy for increased service provision in the community.

The Access and Inclusion Plan will be incorporated into both Council's Management Plan and budget process. Any improvements to inclusion and access for the City will be of benefit to the whole community. In addition to the target group, improvements will also benefit young families using prams as well as frail ageing members of the community; both of which are in high proportion in Maitland.

➤ **Methodology**

The methodology used for the preparation of the Access and Inclusion Plan can be divided into two phases:

(i) Stage 1: initial consultation and audit to prepare a draft plan, and
(ii) Stage 2: review and enhancement of draft Plan.

(i) Stage 1 - The Maitland Access Advisory Panel (now known as Maitland IDEAS) provided advice and assistance to the Community Planner – Ageing and Disability in the development of the Access and Inclusion Plan.

Audit

An extensive access audit of Council's buildings and facilities was conducted by Paraquad (Newcastle) in January - February 2004 (see Appendix A for list). Site assessment was made using the Spinal Cord Injury Australia, Access Audit Checklist (2003). The audit assessed compliance using access legislation including:

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- DDA (1992)
- Building Code of Australia, Section D3 – Access for people with a disability
- AS1428 - Design for Access and Mobility
- AS2890.1 – Parking Facilities – off street carparking
- AS1735.12 – Lifts, escalators and moving walks
- AS3661- Slip resistance of pedestrian surfaces
- AS1680 – Interior lighting

A range of disabilities were considered within assessment of the buildings including wheelchair users, people with ambulant disabilities, hearing impairment, vision impairment and the frail aged.

Consultation

Community consultations were conducted by Paraquad (Newcastle). Representation at the forum was from individuals, disability advocate groups and general public/consumer groups. The consultations aimed to identify the barriers faced in relation to Council and its facilities and to obtain their input into the strategies for the Plan (See Appendix B).

Discussions were also held with Council management to allow them

to have input into strategies to be included in the Plan.

Surveys

Council: Staff were surveyed to determine access and disability issues in each department. The survey focused on disability awareness, employment policies and Council services (See Appendix C).

Community: Major Disability Providers were asked to circulate the survey to interested clients/families. Members of the MAAP group also completed the survey.

Notification of the community consultation and survey was placed in the Maitland Mercury and the Northern News (Paraquad). (See Appendix D) Paraquad followed up both advertisements to increase participation rates.

Staff Training

A disability awareness workshop was run for Council staff. It addressed the following areas: DDA (1992), issues for people with a disability in a built environment, providing access to facilities and

services, the NSW context and disability action plans in general.

(ii) Stage 2 - Review and Development of initial draft

The original draft was extensively reviewed in 2007 by Council's Community Planner – Ageing and Disability.

A literature review of recent Disability Action Plans lodged on the Human Rights and Equal Opportunities Commission (HREOC) website was undertaken to determine models of best practice. The framework of the Plan was amended accordingly (See Appendix E).

The original access audit from 2004 was revisited to determine if items had already been completed. Outstanding actions were also re-prioritised using an Access Prioritisation Matrix (see Appendix F). Prioritised actions were then discussed with assets staff and management before inclusion in the Plan. Costs were also adjusted to reflect current market costs.

Maitland IDEAS group reviewed and made comment on this version

of the Plan before it was put into final draft.

➤ **Implementation of the Plan**

The Access and Inclusion Plan covers a 3 year time span from 2008-2010. Implementation of the identified strategies will be the responsibility of the nominated Council section. Actions and costs will need to be budgeted for by responsible managers and Council's asset management program.

➤ **Communication Strategies**

A copy of the final Plan will be uploaded onto Council's website for the public and staff to access. Hard copies will also be provided on request.

A letter advising of the adoption of the Access and Inclusion Plan by Council will be sent to all original participants. Other avenues of advertisement will also be used including members of Maitland IDEAS, the local media and

relevant service provider forums to include events such as International Day of People with a DisAbility.

The Plan will be submitted to HREOC for inclusion on their website and database.

➤ **Monitoring and Evaluation**

Ongoing monitoring of the Plan will be the responsibility of the Community Planner – Ageing and Disability.

An annual report will be prepared in consultation with Maitland IDEAS. The report will provide a progress

update on recommended actions and will be submitted to Council. It will also identify barriers and stakeholder views regarding the effectiveness of the Plan.

At the completion of the period a final evaluation will be made.

A new Plan will be developed every 3 years. The new Plan will incorporate further consultation with community, service providers and staff. Access audits will be completed on the remainder of Council's buildings and recreation facilities. Actions not addressed in the current Plan will also be re-considered.

1. Physical Access – Council Buildings and Facilities

Priority Scale

- 1 – 0-1 year
- 2 – 1-2 year
- 3 – 2-4 year
- 4 – 4 + year

Priority	Facility	Modifications Required	Estimated Cost	Timeframe
1	Administration Building	Provide wheelchair accessible area at customer service counter	(\$1,500)	Short – term
1	Administration Building	Provide wheelchair accessible area at bench in staff lunch room	(\$1,500)	Short – term
1	East Maitland Community Centre	Replace door closer on accessible entry	(\$500)	Short – term
1	East Maitland Community Centre	Ramp to toilets: provide complying hand rails and upgrade lighting levels	(\$3,000)	Short – term
1	East Maitland Community Centre	Accessible toilet: relocate pan, relocate and modify grab rails, upgrade lighting levels	(\$3,000)	Short – term

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1	Maitland City Library	Provide complying walkway on pedestrian bridge from Belmore St to entry	(07/08 Cap Works)	Short – term
1	Maitland City Library	Provide one accessible public computer terminal	(\$1,500)	Short – term
1	Public Amenities – CBD	Accessible toilet: relocate pan, remove urinal and free-standing grab rail, install rear grab rail, upgrade lighting levels, install automatic door opener	(Not Council Asset – Leased)	Short – term
1	Senior Citizens Centre	Replace recessed entry mat and provide level entry threshold.	(\$500)	Short – term
		Provide complying decals on entry doors	(\$100)	Short – term
1	Thornton Library	Provide one accessible public computer terminal	(\$1,500)	Short – term
1	Town Hall	Accessible Entry: provide complying signage, kerb ramp and lever handles on external side. Stairs to have tactile indicators, nosing strips and hand rails.	(\$5,000, but building security issue involved)	Short – term
1	Town Hall	Main Entry: provide directional signage to accessible entry	(\$300)	Short – term

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1	Town Hall	Council Chambers: repair hearing loop	(\$1,000)	Short – term
		Sub Total (Year 1)	\$19,400	
2	East Maitland Community Centre	Relocate signage for accessible entry	(07/08 Cap Works)	Short – term
2	East Maitland Community Centre	Provide directional signage to identify location of accessible car park and complying ground and vertical signage.	(07/08 Cap Works)	Short – term
2	East Maitland Pool	Accessible car park: provide complying and vertical signage, modify kerb ramp to gradient of 1:8	(\$5,000)	Short-term
2	King George V Pool	Accessible car park: Provide directional signage and complying ground and vertical signage	(\$500)	Short –term
2	King George V Pool	Provide card operated entry gates	(\$1,500)	Short –term
2	King George V Pool	Reform ramp into Olympic Pool	(\$10,000)	Short – term
2	Maitland City Library	Accessible car park: Provide directional signage and complying ground and vertical signage	(\$500)	Short – term
2	Public Amenities – CBD	Provide complying signage	(Not Council)	Short – term

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			Asset – Leased)	
2	Senior Citizens Centre	Provide complying kerb ramp from car park approach	(08/09 Cap Works)	Short – term
2	Thornton Community Centre (Pat Hughes)	Accessible car park: Provide directional signage and complying ground and vertical signage (this is also used for Thornton Library)	(\$800)	Short – term
2	Thornton Library	Provide wheelchair accessible area at customer service counter	(\$1,500)	Short – term
2	Town Hall	Accessible toilet (unisex): relocate rear grab rail, provide non-slip floor finish, provide automatic door opener	(\$3,000)	Short – term
2	Visitor Information Centre	Provide wheelchair accessible area at customer service counter	(\$1,500)	Short – term
		Sub Total (Year 2)	\$24,300	

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3	East Maitland Pool	Provide ramp access to pool (dependent on Engineers Report 2008)	(\$12,000)	Long-term
3	King George V Pool	Accessible toilet: Provide complying door clearance, upgrade lighting level, and relocate grab rails, shower head and shower seat.	(Underway - 07/08 Cap Works)	Long-term
3	Maitland City Library	Provide wheelchair accessible area at customer service counter	(09/10 Cap Works)	Long-term
3	Metford Child Care Centre	Provide complying kerb ramp from car park to footpath	(\$1,500)	Long-term
3	Senior Citizens Centre	Accessible toilet: modify door opening, relocate pan and grab rails, provide complying signage	(\$3,500)	Long-term
3	Visitor Information Centre	Accessible toilet: relocate pan grab rails and baby change table, remove free-standing grab rail, provide complying luminance contrast between door and walls	(\$3,500)	Long-term
Sub Total (Year 3)			\$20,500	

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4	Administration Building	Provide sufficient luminance contrast between door and walls on second floor	(\$800)	Long-term
4	Ashtonfield Multipurpose Centre	Provide wheelchair accessible area at reception counter	(\$1,500)	Long-term
4	Ashtonfield Multipurpose Centre	Modify accessible toilet (public): Relocate pan, grab rails and baby bench, provide complying hand basin	(\$7,500)	Long-term
4	Ashtonfield Child Care Centre	Modify accessible toilet (staff): Relocate pan and hand basin, provide seat and grab rails in shower	(\$7,500)	Long-term
4	Kookaburra Korner	Provide one accessible parking space	(\$700)	Long-term
4	Kookaburra Korner	Entry: Relocate handle, intercom and provide automatic door opener	(\$2,500)	Long-term
4	Kookaburra Korner	Replace sliding door tracks to outdoor play area	(\$1,000)	Long-term
4	Maitland City Library	Replace storm water grate in carparking area	(\$500)	Long-term
4	Maitland Youth Centre	Provide complying hand rails on ramp	(\$2,000)	Long-term

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4	Maitland Youth Centre	Accessible toilet: relocate pan, grab rails, toilet roll holder, basin and towel dispenser. Upgrade lighting levels	(\$8,000)	Long-term
4	Metford Child Care Centre	Accessible car park: Provide complying ground and vertical signage	(\$500)	Long-term
4	Metford Child Care Centre	Accessible toilet: relocate pan and grab rails, provide level entry access, and repair door	(\$3,500)	Long-term
4	Metford Community Centre	Provide one accessible parking space	(\$3,000)	Long-term
4	Metford Community Centre	Accessible toilet(public): relocate pan and grab rails, replace hand basin, provide complying signage	(\$8,000)	Long-term
4	Thornton Child Care Centre	Entry: Relocate handle, intercom and provide automatic door opener	(\$2,500)	Long-term
4	Thornton Community Centre (Pat Hughes)	Modify entry doors and hall doors	(\$3,000)	Long-term
4	Thornton Library	Accessible toilet (public): relocate pan, grab rails (from wall) and baby change table, provide complying signage	(\$8,000)	Long-term

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4	Visitor Information Centre	Accessible car park: Provide complying ground and vertical signage	(\$500)	Long-term
4	Woodberry Community Centre (Noel Unicomb)	Accessible toilet: relocate pan, grab rails, toilet paper holder, towel dispenser and hand basin.	(\$7,500)	Long-term
		Sub Total (Year 4+)	\$68,500	
		Grand Total (4+ Years)	\$132,700	

2. Employment and Training

Outcome	Strategy	Responsible division	Performance Measure	Timeframe
<p>Workplace Adjustments: Council has a procedure to outline processes required to implement workplace adjustments in its recruitment phase.</p>	<p>Steps to address potential workplace adjustments are incorporated into recruitment documentation.</p> <p>Council continue to implement 'Return to Work' processes for all employees returning to work following an injury</p>	Human Resources	<p>Workplace adjustments continue to be available for Council staff</p> <p>Level of satisfaction expressed by Council staff with their workstations and access to facilities through ergonomic survey of workstations</p> <p>Feedback from staff through staff survey on satisfaction with workplace adjustments and workstations</p>	Medium: Ongoing
<p>Recruitment Training in Disability Awareness & EEO: Equitable employment & EEO practices utilised by all managers and Council.</p>	<p>Induction training incorporates disability awareness and EEO subjects.</p> <p>Recruitment training incorporates</p>	Human Resources	Number of managers and staff who attend recruitment and induction training	High: 30 June 2008

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	<p>disability awareness and EEO subjects.</p> <p>Human Resources staff always involved in recruitment and interview process</p>			
<p>Customer Service training: Council staff who work with the public have a working knowledge and understanding of disability issues and anti-discrimination practices.</p>	<p>Disability awareness topic incorporated into customer service skills training with a focus on “sensitive communication” and tolerance.</p> <p>Implementation of the ‘Respect in the Workplace’ policy</p>	<p>Human Resources in conjunction with Business group/Division concerned</p>	<p>Number of training sessions offered that incorporate disability awareness issues.</p> <p>Number of staff who attend training.</p> <p>Number of Toolbox Talks that occur throughout Council relating to EEO and ‘Respect at Work’</p> <p>Feedback through staff survey and Council’s community survey.</p>	<p>High: 31 December 2008</p>
<p>Evacuation Procedures policy: Policy is inclusive of people with a disability and complies with OHS</p>	<p>Council develop a policy detailing specific evacuation procedures for</p>	<p>Chief Warden</p>	<p>Policy developed and implemented</p> <p>Procedures incorporated</p>	<p>Medium: January 2009</p>

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Act.	<p>people with a disability at each of Council's premises.</p> <p>Council staff are trained to implement these procedures</p>		<p>into Emergency Evacuation Procedures Manual</p> <p>Mock evacuation outcomes</p>	
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3. Information Management and Customer Services

Outcome	Strategies	Responsible division	Performance Measure	Timeframe
<p>Adaptive and Assistive Technology: Council has appropriate & alternative methods of technology available to staff and customers.</p>	Develop a protocol and provide training in provision of information in alternative formats.	Information Technology	Protocol developed and incorporated into customer service	High: Accessible information protocol in place by December 2009.
	Ensure teleconferencing facility is available in an accessible room for people who cannot access Council meetings	Community and Recreation Services	Number of people trained in the protocol	
	Ensure an Auslan interpreter is available on request for Council's public meetings	Finance and Administration	Number of people attending venue requiring service.	Medium: Available by June 2010
	On request, provide documents in large font, Braille, audio tape, digitally (email and disk) and in Plain English		Level of satisfaction expressed by users As above	Medium: Available by June 2010
			As above	High: Available by December 2009

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	Install Telephone Typewriter (TTY) or similar communication device and provide operational training to staff in customer service area.		Access to TTY facility (or similar communication device) implemented Number of people trained in use of TTY (or similar communication device)	High: Installed by December 2009
Equitable Feedback Procedures: Council provides equitable access to requests and feedback for staff and customers. Council staff are confident in use of alternate communication strategies.	All staff to be made aware that requests and feedback can be lodged in alternative formats – eg. TTY and email. Promote Council's customer request/feedback procedures to the community.	Finance and Administration	Number of people using alternative communication for customer requests and feedback. Level of satisfaction expressed by users in a survey of people who used alternative formats to lodge requests and feedback.	High: Requests and feedback accepted in alternative formats by December 2009
Signage: Allows equitable use of facilities and independent participation by people with a disability.	Review and develop complying signage to identified for: -Council facilities - accessible car parking with information in pictogram, tactile and	Asset Management	Signage compliant with AS1428 Number of locations that directional signage has been implemented Level of satisfaction expressed by users –	Low: Compliant directional signage to be phased in across the City by December 2010.

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	Braille formats		Maitland IDEAS to conduct community surveys regarding these locations.	
<p>Information Boards: People with a disability and their carers have equitable use of facilities and are assisted in planning outings.</p>	<p>Information boards illustrating accessible facilities should be provided in major public areas including:</p> <ul style="list-style-type: none"> • Both entries to Maitland Mall • Maitland Park • Riverbank • Major shopping centre precincts <ul style="list-style-type: none"> - Greenhills - East Maitland - Rutherford • Visitor Information Centre • 	Asset Management	<p>Number of locations where information boards are installed.</p> <p>Level of satisfaction expressed by users – Maitland IDEAS to conduct community survey regarding these locations</p>	Medium: June 2009
<p>Assistive Technology in Libraries: Inclusive and accessible library services allow equitable use of facilities and encourage greater participation by people</p>	<p>Ensure at least one public access PC in each library has: Software to enlarge font size on computer screens</p>	City Librarian	<p>Number of adaptive technology systems implemented.</p> <p>Number of people requesting use of adaptive technology</p>	Low: December 2010

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with a disability.	<p>Synthetic speech software on catalogue.</p> <p>Synthetic speech web browsers on computer with internet access</p> <p>Flat bed scanner connected to a computer with synthetic speech software</p> <p>Alternative computer mouse</p>		<p>Level of promotion of adaptive technology to the community</p> <p>Level of satisfaction expressed by users – customer feedback forms will be provided to users (in a variety of formats)</p>	
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4. Community Attitude and Community Development

Outcome	Strategies	Responsible Division	Performance Measure	Timeframe
<p>Event Management: Council delivers successful events that are inclusive of people with a disability.</p> <p>Council delivers events that increase public awareness of the abilities of people with a disability.</p> <p>Council delivers successful events that are inclusive of people from culturally and linguistically diverse backgrounds and</p>	<p>Organise /auspice/support events that are inclusive of all people and which highlight the abilities of people with a disability.</p> <p>Support International Day of People with a Disability event.</p>	<p>All relevant managers</p> <p>Community and Recreation services</p>	<p>Number of people with a disability involved in Council and community activities.</p> <p>Level of media coverage that raises awareness of issues.</p> <p>Number of projects developed that build on the outcomes of the event</p> <p>Consultation with IDEAS on all event programs</p> <p>Event held on 3 December annually which focuses on positive contribution and achievements of people with a disability to Maitland community.</p>	<p>Medium: Ongoing</p>

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increase public awareness	Organise events that are inclusive of people from culturally and linguistically diverse backgrounds	All relevant managers	Number of people from culturally and linguistically diverse backgrounds involved in Council and community activities	
Maitland IDEAS (Inclusion, Diversity, Equity, Access, Strengths): Opportunity provided for comment, advice and improvement in areas relating accessibility.	Relevant Council divisions to continue to seek the advice of the Maitland IDEAS group on appropriate issues. Eg. <ul style="list-style-type: none"> • Community planning, consultation, representation, education and awareness. • Advocacy • Celebration and recognition of diversity 	All relevant managers	Number of issues addressed or advice provided in the area of access. Number of people from the community participating in Maitland IDEAS group. Agendas and minutes of meetings	High: Ongoing
Service provision in the community: Council has a role in facilitating negotiations between	Council to continue to liaise with identified State and Federal Departments to help	Community and Recreation Services	Number of networks and communication systems established with other Departments/organizations	High: Ongoing

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organizations to meet the needs of the community.	facilitate service provision in the Maitland Local Government Area.		Involvement with Maitland Home and Community Care Forum. Number of projects developed to address community needs	
Positive publicity and attitude: Increased community and staff awareness of relevant information and events.	Ensure items of relevance to disability are regularly included in Council's information page in the local press. Initiate contact with Media on positive stories	All relevant managers	Number of positive media items relevant to people with a disability. Feedback from the community through Council's annual community survey	Low: Ongoing
Communication Techniques: Council has a consistent level of service provision and communication techniques are inclusive of people with a disability and people from culturally and linguistically diverse	Council develops and implements a protocol on communication techniques and procedures to assist people with a disability and people from culturally and linguistically diverse	Human Resources Community and Recreation Services Economic Development,	Level of satisfaction expressed by internal and external customers through staff survey and annual customer survey Number of projects /event management implementing specific access communication	High: 31 December 2008

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backgrounds.	backgrounds.	Marketing & Tourism	strategies.	
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Appendix A

Council buildings audited

Administration Building (Maitland City Council)

Ashtonfield Multi-Purpose Centre

Maitland Dog Pound and House (This building is no longer a public facility)

East Maitland Community Centre

East Maitland Pool Complex

King George V Pool Complex

Kookaburra Korner Child Care Centre

Maitland Library

Maitland Youth Centre

Metford Child Care Centre

Metford Community Centre

Public Amenities Maitland CBD

Rutherford Community Centre

Senior Citizens Centre

Thornton Child Care Centre

Thornton Community Centre

Thornton Library

Toilet Block – High Street

Town Hall

Visitor Information Centre

Waste Disposal Depot (Mount Vincent Road)

Woodberry Community Hall

Appendix B Letter To Community Organisations

Maitland City Council has identified the need to have a Disability Action Plan. As part of this process, community consultations will be conducted throughout February 2004 to determine the views and needs of people with disabilities in regard to their contact and dealings with Council staff and their use of Council Facilities.

A public forum to discuss access issues within the Maitland City Council area will be held :

**Thursday 12 February 2004
10am – 12.30 pm**

**'Sapphire Room'
Maitland City Bowling Club, Arthur St, Rutherford**

The venue has a Hearing Augmentation System, accessible parking and accessible toilet facilities.

A survey will also be conducted as part of the community consultations, and is attached. All enquiries should be directed to Robyn Westbury at Paraquad – phone 4969 6388, email robyn.westbury@paraquad.nsw.asn.au

We thank-you for your participation in this project.

Appendix C Copy of Survey of Services and Departments

Access to Services

The following survey is designed to ascertain the extent to which the service or Council Department for which you have responsibility takes into consideration the needs of people with disabilities.

As you can see from the range of questions posed, the needs of people with disabilities should be considered at all levels of service or program development, delivery and review.

When completing the survey, it is essential that “people with disabilities” is understood to mean people who may have any of the full range of disabilities – physical, intellectual, psychiatric, sensory (hearing and sight), the presence of illness causing organisms (like HIV), or any other impairment that might be considered to cause a disability.

Name of service or Department _____

Name of person completing survey _____

Contact phone number _____

	Question	Yes	No	Comments
1	Does this service / Department have a written policy on access and equity for people with disabilities? If "yes" answer questions 2 to 6. If "no" go to question 7.			
2	Are there guidelines to assist with the implementation of the policy?			
3	Were people with disabilities involved in the development of the policy and/or the guidelines?			
4	Are the policy and guidelines reviewed on a regular basis?			
5	How often are they reviewed?	years		
6	Are people with disabilities involved in the review process?			
7	Are records kept about the numbers of people with disabilities who use this service / Department? If "yes", answer question 8. If "no" go to question 9.			
8	Do these records indicate that people with disabilities access the service / Department in about the same proportion as their prevalence in the community?			

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	Question	Yes	No	Comments
9	Is there a mechanism for people with disabilities to alert you to ways the service / Department might improve its services?			
10	Do the eligibility criteria or the processes needed to be completed for access to the service prevent or hinder people with disabilities from using it?			
11	Are the needs of people with disabilities who are also from a non English speaking background adequately addressed in service delivery?			
12	Are the needs of people with disabilities who are also from a rural or remote area adequately addressed in service delivery?			
13	Are the needs of people with disabilities who are also women adequately addressed in service delivery?			
14	Are the needs of people with disabilities who are also gay, lesbian or transgender adequately addressed in service delivery?			
15	Is information about the service / Department available in alternative formats (e.g. in Braille, on disk, on a web site, in plain language)			
16	Have staff working in this area had training in understanding disability issues, communicating with people with disabilities, and their obligations under anti discrimination laws?			
17	Do you think staff would benefit from training / more training in disability issues, customer service and obligations under anti-discrimination laws?			

Thank you for completing this survey.
Please return it to:

***Appendix D Maitland City Council Disability Action Plan
Community Consultation Questionnaire***

Please return this survey by:

Friday 20 February 2004

For your convenience, a reply paid envelope is provided.

Should you wish to receive this survey by email please respond to the address listed below.

All enquiries should be directed to:

Robyn Westbury – PARAQUAD

PO Box 395
Hamilton 2303

Phone: 4969 6388

Fax: 49616101

Email: robyn.westbury@paraquad.nsw.asn.au

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This survey has been prepared as part of the Maitland City Council Disability Action Plan. Feedback from this survey will be included in Access Audits of Council buildings, being conducted as part of the Disability Action Plan.

Confidentiality is assured in this survey. If you would like to leave your name and contact details, or you have a specific access concern, we will forward them to the Disability Project Officer at Maitland City Council.

Do you know what services Maitland City Council Provides?

Yes No

Comments

Have you ever had any dealings with Maitland City Council?

Yes No

Comments

Were those experiences good?

Yes No

Comments

Please turn the page and complete all questions even if you have had no contact with Maitland City Council.

If you have not had contact with Maitland City Council, please tell us how our services should be delivered using the following questions as a guide.

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Did staff appear to be able to provide services to you in a manner appropriate to your disability?

Yes No

Comments

How could we improve our service?

For example,

How could contact in person be improved (attitudes, appropriate language, communication techniques, etc)?

How could contact by phone be improved (attitudes, use of TTY, patience, etc)?

How could contact by letter be improved (font size, plain language, email, etc)?

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How could contact by brochure or leaflet be improved (font size, contrast, use of diagrams, plain language, on disk, etc)?

Was physical access provided to all facilities where you wanted to go?

Yes No

Comments

Was the lighting level appropriate?

Yes No

Comments

Was the area free of confusing reflections?

Yes No

Comments

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Were there warnings of all hazards?

Yes No

Comments

Were signs able to be read (use of symbols, contrast, size of font, etc)?

Yes No

Comments

Were any special facilities appropriate (toilets, parking, etc)?

Yes No

Comments

Were all surfaces non-slip?

Yes No

Comments

For persons using a wheelchair, was access provided to all the areas you wanted to go?

Yes No

Comments

Appendix E Disability Action Plans reviewed

Baulkham Hills Shire Council: DDA Disability Action Plan (2000)

Busselton (Shire of): Access and Inclusion Plan (June 2006)

City of Canada Bay Council: Accessibility Action Plan- For Parks, Open Space and Facilities (July 2004)

Holroyd City Council: Access Policy and Action Plan 2002-2004

Lake Macquarie Disability Action Plan 2006-2009

Moreland City Council: Disability Policy and Action Plan 2003-2006

Newcastle City Council: Disability Action Plan 2005-2010

North Sydney

Port Stephens Council: Disability Action Plan 2006-2010

Ryde (City of): Disability Action Plan 2006-2008

Townsville City Council: Disability Action Plan 2007-2010

Willoughby City Council: Disability Discrimination Act Action Plan (February 2007)

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Appendix F Prioritisation Matrix

1. Determine the level of impact that the issue has on ability to access a facility
2. Score each item as appropriate (1, 2 or 3)
3. Sum the total of the scores & determine if low, medium or high priority

	SCORE 1	SCORE 2	SCORE 3	SCORE
1. Degree / extent of obstruction to facility	Minimal	Moderate	Severe /complete	
2. Number of services denied	0-2	2-5	5+	
3. Frequency of use	Monthly	Weekly	Daily	
4. Number of users	0-5	5-10	10 +	
5. Specific use /purpose of facility	General use only	Some use by frail aged /people with a disability	Specifically for frail aged /people with a disability	
6. Identified in Disability Action Plan or Pedestrian Access Mobility Plan (PAMP)	No		Yes	
7. Cost of improvements	Extensive (\$10,000 & above)	Moderate (\$2000 - \$10,000)	Minor (under \$2000)	
8. Identified as a safety risk	Minimal	Moderate	Severe	
				TOTAL: /21

Low Priority: Scores 1-7

Medium Priority: Scores 8-14

High Priority: Scores 15-21

Appendix G Further information

Further information on disability issues, including access for people with disabilities, can be found in the following publications.

NSW Government Disability Policy Framework – Department of Ageing, Disability and Home Care / Health Department

www.dadhc.nsw.gov.au

Developing an Effective Action Plan – Human Rights and Equal Opportunity Commission

www.hereoc.gov.au

Disability Discrimination Act 1992

www.deakin.edu.au/extern/rdlu/ddaindex.html

Anti Discrimination Act 1977

www.austlii.edu.au

NSW Disability Services Act 1993

www.austlii.edu.au

Advisory Notes on Access to Premises – Human Rights and Equal Opportunity Commission

www.hereoc.gov.au

A User Guide to the Disability Discrimination Act, Villamanta Publishing Service

Right of Access – a Guide to Developing Action Plans and Improving Access for People with Disabilities, Villamanta Publishing Service 1997

Appendix H

Glossary

ABS	Australian Bureau of Statistics 1998
AS	Australian Standard
BCA	Building Code of Australia
DADHC	Department Ageing, Disability and Home Care
DCP	Development Control Plan
DDA	Disability Discrimination Act 1993
DSA	NSW Disability Services Act 1993
EEO	Equal employment Opportunity
HREOC	Human Rights and Equal Opportunity Commission
Maitland IDEAS	Maitland Inclusion, Diversity, Equity, Access, Strengths
TTY	Telephone Typewriters