



City of Ryde

**DISABILITY ACTION PLAN  
2006-2008**

**In accordance with the Disability Discrimination Act (1992)**

**Adopted by City of Ryde on 7 March 2006**

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City of Ryde

**PART ONE**

**DISABILITY ACTION PLAN**

**BACKGROUND**

## **Acknowledgements**

The Disability Action Plan was developed by the Community Services Unit of the City of Ryde in consultation with a Disability Action Plan Steering Committee. This committee drew its membership from the City of Ryde Access Committee and Gladesville Community Aid Carers Support Group. The City of Ryde Access Committee and the Access and Equity Strategy Steering Group (A&ESSG) reviewed the final draft of the document and provided valuable feedback.

The plan was developed through the analysis of 'best practice' examples (see References & Resources). With specific reference to: 'A Guide to Best Practice in Local Government, Australian Local Government Association 1994', 'Advisory Notes on Access to Premises, Human Rights and Equal Opportunity Commission 1997', 'New South Wales Disability Policy Framework 1998, Waverley Council DDA Action Plan', 'Rockdale City Council DDA Action Plan', Marrickville Council Access Policy and Action Plan, Ku-ring-gai Council Access Policy and DDA Action Plan and Baulkham Hills Shire Council Disability Action Plan.

## Using this document

The City of Ryde Disability Action Plan is one of a number of policies and plans the City produces to guide the outcomes of the organisation. This document should be read in conjunction with other documents including:


- Management Plan 2005-2008
- Social Plan 2005
- Equal Employment Opportunity Policy
- Code of Conduct
- Access & Equity Policy
- Development Control Plan 37 – Access for People with Disabilities

These documents are all available:

On web page at [www.ryde.nsw.gov.au](http://www.ryde.nsw.gov.au)

At City of Ryde libraries

Through the City of Ryde Customer Services 9952 8222

 Symbol refers to another document and indicates where to find the specific information on the City of Ryde's web site. If you are viewing this document electronically you may be able to click on the links which will go to the document.

Eg.  Our vision and mission Management Plan 2005-2008; p1

## Development of this Plan

In 1992, the Commonwealth Government passed the Disability Discrimination Act (DDA), which makes it unlawful to discriminate against people with a disability.

The Disability Action Plan has been developed within the context of Section 9 of the NSW Disability Services Act (1993), that requires public authorities to prepare and implement disability action plans for the provision of services for people with disabilities. The NSW Government Disability Framework requires all State Government agencies, and encourages local governments, to develop action plans to adjust their programs to cater for the needs of people with disabilities.

The City of Ryde developed its first Disability Discrimination Act (DDA) Action Plan 2003-2005, which was adopted by Council in April 2003.

An internal review of the DDA Action Plan 2003-2005 found that the majority of Action Strategies had been completed or, in the case of ongoing strategies, had been initiated. Ongoing strategies will appear again in this Disability Action Plan and strategies that required additional time for completion have also been included in this plan with a new timeframe.

The development of the Disability Action Plan 2006-2008 was in response to the City of Ryde People with a Disability Needs Paper : Social Plan 2005; which makes the following recommendation:

'That the City of Ryde review the Disability Discrimination Act Action Plan 2003-2005 and develop another DDA Action Plan for 2006-2008 in consultation with key stakeholders.'

## Aims

The aim of the Disability Action Plan is to identify practices that may discriminate (intentionally or unintentionally) against a person with a disability and develop strategies for improving the City of Ryde's practices to eliminate discrimination. This document will be referred to the Human Rights and Equal Opportunity Commission (HREOC) in accordance with the Disability Discrimination Act (DDA) 1992.

The City of Ryde is committed to working towards a fully accessible locality by working in partnership with other authorities and the community. This plan seeks to ensure that the City of Ryde provides facilities and services in an equitable, dignified and amenable way to all people.


A service or facility is accessible when it is:

- easy to find
- easy to get to
- easy to use
- easy to understand, and
- easy to obtain accurate information.

Accessibility is important because it leads to higher quality services to the whole community.

The Disability Action Plan will assist the City of Ryde to promote and facilitate the inclusion of people with disabilities in the community by:

- Raising awareness and understanding of the Disability Action Plan through promotion, information dissemination and programs involving the community
- Ensuring access to services and facilities for people with disabilities within the City of Ryde
- Actively consulting and communicating with the local community
- Identifying the needs of people with disabilities and their carers and responding to those needs
- Promoting an informed, equitable and responsible culture in regard to disability issues
- Taking a leadership role in promoting community inclusion values and providing solutions in the community and local government
- Providing opportunities for people with disabilities to actively participate in the local democratic process.

 *Management Plan 2005-2008;*  
People with a Disability Needs Paper : Social Plan 2005 p34.

The City of Ryde has demonstrated a commitment to social justice and access and equity through:

- Our vision and mission (Management Plan p3)
- Disability Discrimination Act Action Plan 2003-2005

## Who will benefit?

According to the Australian Bureau of Statistics almost one in five people living in New South Wales currently has a disability. Potentially 20 per cent of the population will directly benefit from changes towards a more accessible city that reduces barriers and improves their quality of life. Improving facilities and services has many benefits. For example, lifts at railway stations and shopping centres are well used by people with disabilities and benefit the wider community.

Approximately 19 per cent of the population in Ryde Local Government Area (LGA) has a disability or impairment that affects their daily lives. These people do not live in isolation; they have sons and daughters, partners, parents, friends, relatives, carers and workmates: therefore approximately 35 per cent of the population is directly affected by the environmental and attitudinal barriers people with disabilities encounter every day.

Anyone in the community may develop or acquire a disability some time in their life, or have a close relative or friend develop or acquire a disability. For example older people who are becoming less agile would benefit from a more accessible environment as they are at risk of falling. This makes access an issue for everyone. In addition, many experience temporary reduced mobility in various situations, such as parents pushing young children in strollers, or young people with sporting injuries

Therefore the potential benefit in implementing a Disability Action Plan is that the whole community benefits from a culture that respects human rights and creates opportunities for everyone to participate.

## Limitations to action

There will be some instances where there will be limitations to the action the City of Ryde can undertake. This may be due to ageing infrastructure and budget constraints. However, in these instances the City of Ryde will endeavour to develop contingency plans to ensure that improvements will be made in the future. Should any issues be raised which are outside the City of Ryde responsibility, they will be referred to the appropriate level of government.

## **Implementation of the Plan**

The following steps will be followed to implement the Disability Action Plan 2006 – 2008

### **Draft Disability Action Plan**

The draft Plan will be provided to key stakeholder groups for comment with a view to encourage residents and people who work in the City of Ryde to provide advice as to how the Plan might be improved.

### **Revised Action Plan**

Suggestions received will be considered and those deemed appropriate will be incorporated into the final version of the Plan.

### **Action Plan adopted by Council and submitted to the Human Rights and Equal Opportunity Commission**

#### **Actions incorporated in the City of Ryde Management Plan.**

Responsibility for implementing the Disability Action Plan rests with individual managers who should incorporate the actions into their unit's business plans and then ensure that staff who are responsible for particular actions have the training and expertise to implement them. This is particularly important when submitting proposals for budget allocations. Managers should ensure their proposals include provision for the actions in the Plan so they can be implemented along with other priorities, rather than items that are only considered after all else is completed.

#### **Communication strategy**

All managers are to have a copy of the Action Plan available for staff to examine at any time. Staff can also read the Plan on Council's website from where they can download a copy, either in text or "pdf" format.

The community has access to the Plan from the website and may also obtain a copy by contacting Council. An announcement that Council approved the Plan will be inserted in the local press.

#### **Review of the implementation of the Action Plan**

Ongoing monitoring to ensure implementation of the strategies included in the Plan (Part 2) will be the responsibility of the relevant Group Manager and Service Unit Managers. The Plan will be monitored at least annually to ensure that actions are being completed in accordance with the timetable. The Manager Community Services will be responsible for ensuring that the Plan is evaluated.

Evaluations will address, but not necessarily be limited to, the following issues:

- Progress on implementing the Plan

- Barriers to implementing the Plan
- Stakeholder views regarding the effectiveness of the Plan
- Improvements to the Plan

Where strategies appear not to be achieving their aims, they should be carefully examined and corrective action taken where appropriate. A report on progress on implementing the strategies is to be provided to the General Manager every 12 months, commencing in December 2006.

Consideration will be given to publishing a summary of this report in Council's Annual report, and forwarding a copy to the Human Rights and Equal Opportunity Commission.

### **Preparing a new Plan**

The City of Ryde will aim to develop a new Plan every three years. In preparing the new Plan, further consultation should be undertaken to ensure that any new actions address the genuine concerns and needs of people with disabilities living in the community.

## Definitions

### Access

For the purpose of this document, “access” is defined as the removal, as far as possible, of: the social, economic, political, physical and organisational barriers which prevent participation due to disability.

### Discrimination

Discrimination can be direct or indirect. **Direct Discrimination** generally means treating people with a disability less favourably than people without that disability would be treated under the same circumstances. **Indirect Discrimination** exists where there is a condition or requirement imposed, which may be the same for everyone but which unfairly excludes or disadvantages people with a disability because they are unable, or find it difficult, to comply with the requirement due to the disability.

Different treatment of people with disability is not unlawful where it is reasonably intended to ensure that they have equal opportunities or to meet their specific needs. The provision of pensions and entitlements or the services offered by charitable organisations are examples of this.

### Disability

This document and the Commonwealth Disability Discrimination Act 1992 defines “disability” in relation to a person, as:

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

The definition includes a disability that:

- presently exists, or
- previously existed but no longer exists, or
- may exist in the future, or
- is imputed to a person (eg, assumes a person has a disease).

This is a wide definition and includes all obvious categories of disability, such as physical disability and intellectual disability, and extends to other conditions such as people who are HIV positive or have AIDS-related conditions and people with attention deficit disorder.

The DDA includes disabilities that are physical, intellectual, sensory, neurological, a learning disability, a physical disfigurement, the presence in the body of a disease-carrying organism, and illness (for example Hepatitis or HIV/AIDS with no symptoms).

 [Disability Discrimination Act \(1992\)](#)

## Understanding the needs of people with disability in the Ryde community

Access and belonging to the community means different things to different people. For some it might mean being able to participate in activities that interest them, or that a service is available locally, or that they feel valued and respected by others. For people with disabilities it can mean any of the above and also other things as well, depending on the type of disability the person has and the activities that the person is seeking to undertake. The information below is taken from the City of Ryde Social Plan 2005 and indicates the types of needs some people with a disability may have in accessing and having a sense of belonging to the Ryde community.

Disability Type	Needs
All people with disabilities	<ul style="list-style-type: none"> <li>● A transport network that is accessible, cost effective, reliable and readily available</li> <li>● Accurate and up-to-date information about disability and mainstream services, facilities and community programs</li> <li>● Community awareness and knowledge in ways of interacting with people who have disabilities</li> <li>● Access to daytime activities</li> </ul>
Intellectual disability A person who finds learning difficult and learns at a slower rate. Intellectual disability is not a sickness and should not be confused with mental illness	<ul style="list-style-type: none"> <li>● Access to recreational and leisure activities</li> <li>● Community awareness and understanding</li> <li>● Documents written in a clear, simple, unambiguous language</li> </ul>
Physical disability People with a mobility or neurological disability, such as quadriplegia, paraplegia, epilepsy, HIV/AIDS, multiple sclerosis or arthritis	<ul style="list-style-type: none"> <li>● Physical access to and within all public buildings</li> <li>● Unimpeded access on footpaths</li> <li>● Smooth entry from footpath to shops</li> <li>● Access to transport via a continuous accessible path of travel to bus stops, accessible bus stops with appropriate kerb heights and on-street/off-street parking</li> <li>● Accessible public toilets</li> </ul>
People with a psychiatric disability (mental illness) People who experience serious impairment of mental function. The severity ranges from mild and easily manageable episodic illness to serious or permanent impairment. Psychiatric disability can occur for any person at any time of their life	<ul style="list-style-type: none"> <li>● Secure accommodation</li> <li>● Support in seeking and maintaining employment</li> <li>● Community understanding and support for families</li> <li>● Access to recreational and leisure activities</li> </ul>

Disability Type	Needs
People with a sensory disability Include people who are deaf, or have a hearing impairment, and people who are blind, or have vision impairment	<ul style="list-style-type: none"> <li>• Sign language (Auslan) interpreters for all face-to-face contact</li> <li>• Communication by fax or email or TTY for all telephone contact</li> </ul>
A distinction is made between people with deafness and people with a hearing impairment  <i>Deafness – People with high to profound hearing loss</i>  <i>Hearing impairment – People with mild to moderate hearing loss</i>	<ul style="list-style-type: none"> <li>• Well lit areas to aid lip reading</li> <li>• An audio loop system that is installed and operated correctly in public meeting places</li> <li>• Audible address systems in shopping centres and rail and bus interchanges</li> <li>• Clear signs as an alternative to public announcements</li> <li>• Visual security buzzers</li> <li>• Alternative visual emergency devices such as flashing lights for fire alarms</li> </ul>
A distinction is made between people with vision disabilities  <i>Blindness – People can see little or no light</i>  <i>Vision impairment – People who have low vision</i>	<ul style="list-style-type: none"> <li>• Public areas free of potentially dangerous environmental hazards such as uneven and slippery footpaths and overhanging tree branches, tables and chairs on footpaths which block an accessible route, cars parked across driveways and on footpaths</li> <li>• Audio signals at major traffic intersections and in lifts</li> <li>• Tactile contrast on ramps, at kerb ramps, on railway station platforms, bus interchanges and pedestrian crossings</li> <li>• A colour contrast strip on the edges of steps</li> <li>• Handrails on both sides of stairs</li> <li>• Signage that is clear, illuminated, a large size, at eye level, with raised letters that can be felt</li> <li>• Voice output of printed material</li> </ul>
People with acquired brain injury People who have permanent damage to structures of the brain as a result of accident, poisoning, stroke, brain tumour, infection or lack of oxygen.	<ul style="list-style-type: none"> <li>• Clear, straight-forward information and extra time for information processing</li> <li>• Recognition of the consequences of their brain injury</li> <li>• Assistance when required with physical access</li> </ul>
Carers of people with disabilities	<ul style="list-style-type: none"> <li>• Support with organising housing and accommodation for their children</li> <li>• Localised recreation opportunities for their children</li> </ul>

Disability Type	Needs
	<ul style="list-style-type: none"> <li>• Information about services available</li> </ul>
<p>Older people at risk of falling Older people have a high chance of falling -likelihood can be reduced if hazards are removed</p>	<ul style="list-style-type: none"> <li>• More resting places</li> <li>• Repair of damaged road surfaces and pavements</li> <li>• More lighting in car parks</li> <li>• Handrails in toilets</li> <li>• Longer pedestrian crossing times</li> </ul>

### Multi-disadvantage

People with disabilities are not a homogenous group. Having a disability does not mean one does not also belong to one or more of the groups of people who also face discrimination and disadvantage simply for being a member of that group. People with disabilities come from a diverse range of backgrounds and interests. People from some of these backgrounds and interests can face multiple disadvantage and discrimination.

It is imperative that strategies in the Disability Action Plan are capable of being implemented in ways that accommodate the special needs of people who face multiple disadvantages. It is also important to recognise that as people age they are more at risk of acquiring a disability. People with disabilities are also living longer than in previous times, with implications for services for older people.

City of Ryde

**PART TWO**

**DISABILITY ACTION PLAN**

**PROJECT OBJECTIVES  
AND  
ACTION STRATEGIES**

## **DDA Action Plan project objectives**

The City of Ryde will maintain and continuously improve its practices in:

### **1. Organisational development**

City of Ryde staff are adequately trained to provide quality customer service to people with a disability and to work alongside fellow employees who have a disability.

### **2. Participation**

All members of the community, including people with disabilities, are able to participate in activities of the City of Ryde, including representation on Council, members of advisory committees and involvement in events.

### **3. Employment**

People with disabilities have equal access to employment opportunities within the City of Ryde and are offered access to facilities, services and opportunities to meet their specific needs.

### **4. Community development**

The City of Ryde continues to resource and support local organisations to provide quality service to people with disabilities and continues to facilitate positive change within the community services sector.

### **5. Direct service provision**

City of Ryde services and facilities are accessible to people with disabilities including:

- a) City of Ryde information is provided in accessible formats
- b) City of Ryde buildings are accessible
- c) Directional and informational signage throughout the City are readable and easily understood
- d) Open space and facilities throughout the City are accessible, where it is possible and achievable within the landform
- e) A network of accessible routes through the Ryde Local Government Area that link principal nodes, routes and services is constructed
- f) Accessible car parking is available to authorised people
- g) Library services are accessible.

## **6. Education, promotion and leadership**

City of Ryde promotes a positive image of people with disabilities and demonstrates that people with disabilities actively contribute to the Ryde community. The City of Ryde takes a lead role in advocating for the provision of accessible services by all levels of government, local businesses and community organisations within Ryde Local Government Area (LGA).

## **7. Waste management**

All sections of the community, including older people and people with disabilities, are able to use the services provided by the City of Ryde in the disposal of household garbage and recyclable waste.

## **8. Asset management**

a. All new assets owned and leased by the City of Ryde and buildings undergoing major renovation are accessible in accordance with relevant policies, standards and legislation including:

- City of Ryde Development Control Plan 37 – Access for People with Disabilities
- Building Code of Australia and Australian Standard 1428.2 – Design for access and mobility
- Building Code of Australia and Australian Standard 4299 - Adaptable Housing
- Disability Discrimination Act (1992 Cmth)
- Disability Services Act (1993)

b. Current assets are upgraded to required standards subject to budget constraints, as set out in the Development Control Plans, codes and policies outlined above.

## **9. Urban development**

The City of Ryde's plans, codes and policies are current in terms of access and reflect best practice for everyday life within the city. They do not give rise to discrimination on the grounds of disability.

<b>Project Objective</b>					
<b>1. Organisational Development</b>					
City of Ryde staff members are aware of and have the understanding and skills required to provide a level of service, which takes into account the needs of people with disabilities.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
1.1 Disability awareness training is required for new Councillors and staff to increase their knowledge and awareness of disability and access issues.	Incorporate a disability awareness-training component into Orientation Program and organisational training plan.	June 2006  Review December each year	Manager Human Resources	Staff time	Yes
1.2 Ongoing training sessions for all Councillors and Council staff particularly those identified as providing services to people with a disability.	Develop an access awareness training program for staff identified as having a high probability of providing service to people with disability and dealing with issues that impact on people with disability, particularly heritage, and planning and development staff. Topics to cover include: Communicating with people with disability Designing for access for people with various disabilities and use of special equipment DDA training, including responsibilities for Council. Types of disability and individual needs.	June 2006	Manager Human Resources	\$2500.00	No

<b>Project Objective</b>					
<b>2. Participation</b>					
All members of the community including people with disabilities are able to participate in activities of the City of Ryde, including representation on Council, members of advisory committees and involvement in events.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
2.1 Residents with disabilities are provided equal opportunity for representation on City of Ryde Committees	People with disabilities are encouraged to nominate for all City of Ryde Committees. Provision of venues which are physically accessible and have audio loops Provision of information in alternative formats where required	Review December each year	Group Manager Community Life	Staff time	Yes
2.2 Access to voting venues.	Conduct an access audit of all proposed polling venues prior to Council election to confirm level of access available at each polling place. Ensure accurate information about the level of access available at all polling places is advertised widely. Provide a fully accessible venue with accessible booths for pre-polling at the Council election. Provide at least two polling places in each ward that are fully accessible during polling at Council elections.	September 2008 and at other times when required	Group Manager Corporate Services	Staff time	Yes

<b>Project Objective</b>					
<b>2. Participation</b>					
All members of the community including people with disabilities are able to participate in activities of the City of Ryde, including representation on Council, members of advisory committees and involvement in events.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
2.3 Access to City of Ryde events	Develop and implement a City of Ryde special event planning checklist for the provision of accessible facilities, including accessible toilets and ramps at all events Organisers of events are to implement City of Ryde Accessible Event Checklist to enable participation by the whole community. Audit of Council events.	June 2006	Manager City Promotions & Events	Staff time	Yes
		Review June of each year	All Council officers organising events.	Staff time	Yes
2.4 Access to consultation and meetings conducted by Council	Organisers of public consultations to implement City of Ryde Accessible Meetings Checklist to enable participation by the whole community.	As required and review June of each year	All Council officers organising events and meetings	Staff time	Yes

<b>Project Objective</b>					
<b>3. Employment</b>					
People with disabilities have equal access to employment opportunities within the City of Ryde and are offered access to facilities, services and opportunities to meet their specific needs.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
3.1 People with disabilities are given equal opportunity to obtain and access employment opportunities within the City of Ryde	Monitor, review and up-date EEO Management Plan and Policies to ensure they adequately cover strategies that will facilitate the employment and retention of people with disabilities.	Review annually in September	Manager Human Resources	Staff time	Yes
3.2 Employment opportunities for people with disability at the City of Ryde	Provide advice to local disability agencies and networks regarding employment opportunities within the City of Ryde	June 2006	Manager, Human Resources	Staff time	Yes
	Consider strategies for promoting the City of Ryde as an EEO employer and encouraging people with disabilities to apply for positions.	Annually in June each year.	Manager Human Resources/Manager City Promotions and Events	Staff time	No
3.3 Potential employees provided with information on City of Ryde's EEO Management Plan and Policies	Review current information provided to applicants and ensure it promotes an image of the City of Ryde as an EEO employer.	Review annually In June	Manager Human Resources	Staff time	Yes
3.4 Employment advertisements and interview processes are equitable to all people	Review the <i>Selection Techniques Training</i> to ensure that disability awareness, communicating with people with disability and rights and responsibilities under the Commonwealth Disability Discrimination Act 1990 and other relevant legislation are addressed.	December 2006	Manager Human Resources	Staff time	Yes

<b>Project Objective</b>					
<b>3. Employment</b>					
People with disabilities have equal access to employment opportunities within the City of Ryde and are offered access to facilities, services and opportunities to meet their specific needs.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
3.5 People with disabilities are given an opportunity to request modified workplaces	Promote information to staff and managers that the City of Ryde provides workplace adjustments for staff who declare a disability.	September 2006 then promote annually	Manager Human Resources	Staff time	Yes
	All new staff members with a disability are given an opportunity to request workplace modification as part of the induction process with the ongoing inclusion of a question in the orientation checklist. All modifications are reviewed and made where reasonable	Review annually in June	Manager Human Resources	Staff time	Yes
3.6 Review of employment opportunities for people with disabilities	Monitor and report annually the number of people with a disability employed by the City of Ryde	September 2006 Review annually	Manager Human Resources	Staff time	Yes
3.7 Equitable access to attend staff training	Provide adjustments as requested for staff with a disability who attend training courses eg material in alternative formats, Auslan interpreter, hearing augmentation	September 2006 Review annually	Manager Human Resources	Staff time	Yes

<b>Project Objective</b>					
<b>4. Community Development</b>					
The City of Ryde continues to resource and support local organisations to provide quality service to people with disabilities and continues to facilitate positive change within the community services sector.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
<b>4.1</b> People with a Disability Needs Paper -Social Plan 2005	Implement strategic framework recommendations of People with a Disability Needs Paper - Social Plan	Review annually in June.  June 2005	Manager Community Services/ CPO Access and Equity	\$205,000.00	Yes
<b>4.2</b> People with disabilities continue to have input in access issues through the City of Ryde Access Committee	City of Ryde continues to support the activities of the City of Ryde Access Committee to meet its Terms of Reference	Review annually in November	Manager Community Services/ CPO Access and Equity	Staff time	Yes
<b>4.3</b> People with disabilities continue to have equal access to community groups and services through Ryde Community Grants Program	Funding is allocated to organisations which demonstrate the application of principles of Access and Equity and incorporate the active inclusion of people with a disability and people from cultural and linguistically diverse backgrounds	June 2006 Review annually	Manager Community Services	Staff time	Yes

**Project Objective**

**5. Direct Service Provision**  
 City of Ryde services and facilities are accessible to people with disabilities including:  
 a) City of Ryde information is provided in accessible formats  
 b) City of Ryde buildings are accessible;  
 c) Directional and informational signage throughout the City are readable and easily understood;  
 d) Open space and facilities throughout the City are accessible, where it is possible and achievable within the landform  
 e) A network of accessible routes through the Ryde Local Government Area that link principal nodes, routes and services are constructed  
 f) Accessible car parking is available to authorised people;  
 g) Library services are accessible.

Issue	Action Strategy	Timeframe	Responsible Person	Estimated Cost	Included in existing budget
5.1 People with disabilities and their advocates are involved in the education and promotion of relevant issues	City of Ryde Access Committee develops an annual plan to respond to relevant issues	Review annually in February each year	Manager Community Services	Staff time	Yes
5.2 Provision of access information regarding access to services and facilities	Access information on the web site, at libraries and in customer service is kept current	Review annually	CPO Access and Equity	Staff time	Yes

**Project Objective**

**5. Direct Service Provision**  
 City of Ryde services and facilities are accessible to people with disabilities including:  
 a) City of Ryde information is provided in accessible formats  
 b) City of Ryde buildings are accessible;  
 c) Directional and informational signage throughout the City are readable and easily understood;  
 d) Open space and facilities throughout the City are accessible, where it is possible and achievable within the landform  
 e) A network of accessible routes through the Ryde Local Government Area that link principal nodes, routes and services are constructed  
 f) Accessible car parking is available to authorised people;  
 g) Library services are accessible.

Issue	Action Strategy	Timeframe	Responsible Person	Estimated Cost	Included in existing budget
5.3 Approximately 17 percent of the population have an English print disability and cannot always read paper documents	As part of the implementation of the City of Ryde Translation Protocol, identify documents that can be produced in a format other than standard print, i.e., audiotape, video, large print, MP3 file on website)	June 2006	Manager Community Services	Staff time	Yes
	Initial documents identified are produced in alternative formats.	June 2007 Review Annually	Manager Community Services	\$5000.00	No
5.4 Web site is accessible to people with visual impairments and print disability	The City of Ryde Website attains accreditation for full accessibility in line with the World Wide Web Consortium (W3C) Standards.	December 2006 Review annually	Web Coordinator	Staff time	Yes
	To assist in the Quality Assurance of City of Ryde web site, consult with a group of web users with a range of disabilities to monitor the web site and ensure accessibility.	June 2008	Web Coordinator	Staff time	Yes

<b>Project Objective</b>					
<b>6. Education, Promotion and Leadership</b>					
City of Ryde promotes a positive image of people with disabilities and demonstrates that people with disabilities actively contribute to the Ryde community. The City of Ryde takes a lead role in advocating for the provision of accessible services by all levels of government, local businesses and community organisations within Ryde LGA.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
6.1 City of Ryde will depict people with disability in a positive way in its publications including flyers, posters and newsletters by using appropriate imagery and language.	Ensure that terminology and imagery used in Council publications including flyers, brochures and newsletters depict a positive and enhanced image of people with disabilities.	Audit current publications with high distribution rating by December 2006 and each year thereafter.	Manager City Promotions and Events, Community Project Officer – Access and Equity	Staff time	Yes
6.2 Increase awareness of access issues to small business.	Continue to encourage small business to make improvements to access through use of City access promotions such as <i>Missed Bu\$iness</i> and holding Access Awards.	December 2007	Community Project Officer – Access and Equity	Staff time \$3000.00 annually	No

<b>Project Objective</b>					
<b>7. Waste Management</b> All sections of the community, including older people and people with disabilities, are able to use the services provided by the City of Ryde in the disposal of household garbage and recyclable waste.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
7.1 People with disability and older, frail aged people are unable to move garbage on to the footpath for pick-up.	Promote the program for collection and return of bins from private properties for people who are unable to manage their own bins due to having disability or being frail aged.	June 2007	Group Manager Public Facilities & Services	Included in collection contract costs	Yes

**Project Objective**

**8. Asset Management**  
 a) All new assets owned and leased by the City of Ryde and buildings undergoing major renovation are accessible in accordance with relevant policies, standards and legislation including:  
 • City of Ryde Development Control Plan 37 – Access for People with Disabilities  
 • Building Code of Australia and Australian Standard 1428.2 – Design for access and mobility  
 • Building Code of Australia and Australian Standard 4299 - Adaptable Housing  
 • Disability Discrimination Act (1992 Cmth)  
 • Disability Services Act (1993)  
 b) Current assets are upgraded to required standards subject to budget constraints, as set out in the Development Control Plans, codes and policies outlined above.

Issue	Action Strategy	Timeframe	Responsible Person	Estimated Cost	Included in existing budget
8.1 Provide continuous accessible footpath routes that enable uninterrupted access to all major facilities in the City of Ryde	In collaboration with the RTA develop a Pedestrian Access Mobility Plan (s)	December 2008	Manager Access Facilities & Services, Community Project Officer – Road and Community Safety	\$60 000.00	No
8.2 Access audit of all City of Ryde public facilities requires implementation	Establish staged program to implement access upgrades	June 2006	Manager Property Services	\$50 000.00	Yes
	Implement first three years of staged program of access upgrades	December 2008	Manager Property Services	\$450 000.00	Yes

**Project Objective**

**8. Asset Management**  
 a) All new assets owned and leased by the City of Ryde and buildings undergoing major renovation are accessible in accordance with relevant policies, standards and legislation including:  
 • City of Ryde Development Control Plan 37 – Access for People with Disabilities  
 • Building Code of Australia and Australian Standard 1428.2 – Design for access and mobility  
 • Building Code of Australia and Australian Standard 4299 - Adaptable Housing  
 • Disability Discrimination Act (1992 Cmth)  
 • Disability Services Act (1993)  
 b) Current assets are upgraded to required standards subject to budget constraints, as set out in the Development Control Plans, codes and policies outlined above.

Issue	Action Strategy	Timeframe	Responsible Person	Estimated Cost	Included in existing budget
8.3 People with disabilities need to be able to have full access to key parks	Undertake a full access audit of the following parks: Anzac Park, ELS Hall, Meadowbank Park, Morrison Bay Park, Putney Park, Ryde Park, Yamble Reserve	June 2007	Manager – Parks	\$5000.00	No
	Establish a staged program to implement access upgrades of the parks identified above.	June 2007	Manager – Parks	Staff time	Yes
	Implement first year of staged program of access upgrades.	June 2008	Manager Parks	\$\$\$	No
8.4 People with visual impairments are able to see objects in parks	Develop priority listing of high usage parks which need tactile signage to mark out objects	June 2007	Manager – Parks	\$ 10 000.00	No

**Project Objective**

**8. Asset Management**  
 a) All new assets owned and leased by the City of Ryde and buildings undergoing major renovation are accessible in accordance with relevant policies, standards and legislation including:  
 • City of Ryde Development Control Plan 37 – Access for People with Disabilities  
 • Building Code of Australia and Australian Standard 1428.2 – Design for access and mobility  
 • Building Code of Australia and Australian Standard 4299 - Adaptable Housing  
 • Disability Discrimination Act (1992 Cmth)  
 • Disability Services Act (1993)  
 b) Current assets are upgraded to required standards subject to budget constraints, as set out in the Development Control Plans, codes and policies outlined above.

<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
8.5 People with disabilities are able to use furniture	Conduct an access audit of all park furniture and develop a priority list for the provision of easy accessible park furniture for parks with high levels of usage	Immediate, Review Annually	Manager – Parks	Ongoing	Yes

<b>Project</b>					
<b>9. Urban Development</b>					
The City of Ryde’s plans, codes and policies are current in terms of access and reflect best practice for everyday life within the city. They do not give rise to discrimination on the grounds of disability.					
<b>Issue</b>	<b>Action Strategy</b>	<b>Timeframe</b>	<b>Responsible Person</b>	<b>Estimated Cost</b>	<b>Included in existing budget</b>
9.1 Developers are aware of the requirements to provide for access for people with disabilities	Ensure that the consolidated DCP reflects the needs of people with disabilities	July 2008	Group Manager Environmental Planning	Staff time	Yes
	Ensure that the consolidated DCP incorporates the Access and Disability requirements, is up to date and meets the current trends in planning for access and mobility	July 2008	Manager Urban Planning, Manager Community Services	Staff time	Yes
	Develop Access Awareness brochures for distribution to developers, to increase their awareness of relevant legislation and standards.	December 2007	Manager Urban Planning, Manager Community Services	Staff time	Yes
9.2 The application of adaptable housing principles needs to be encouraged.	The application of adaptable housing principles needs to be encouraged.	December 2007	Manager Urban Planning, Manager Community Services	Staff time	Yes

City of Ryde

**PART THREE**

**DISABILITY ACTION PLAN**

**APPENDICES**

## Definitions and Acronyms

	Acronyms
ABS	Australian Bureau of Statistics
A&ESSG	Access and Equity Strategy Steering Group
BCA	Building Code of Australia
DCP	Development Control Plan
DDA	Disability Discrimination Act 1992 (Commonwealth)
HREOC	Human Rights and Equal Opportunity Commission
LGA	Local Government Areas
LGSA	Local Government and Shires Association

**Accessible:** Having features to permit use by people with disabilities

**Continuous accessible path of travel:** An access path that allows unhindered passage and complies with AS1428.2 (1992) Clause 7

**Key locations:** Locations that have a high pedestrian traffic on a daily basis and may include, but not exclusive of: schools, shopping centres, hospitals, railway stations, bus interchanges, libraries, community centres, and aged care facilities.

**Public building:** A building which the public may enter or use. Government, a non-government organisation or a private business may own such a building.

**Premises:** Includes not only buildings but also anything in the built environment including car parks, sports fields, parks and pathways.

**Place of refuge:** Means a place which offers protection from a hazard.

## References and Resources

City of Ryde Social Plan 2005 – 2005 City of Ryde, People with Disabilities Needs Paper

Disability Discrimination Act: A Guide to Best Practice in Local Government, Australian Local Government Association 1994

Access Ability: Disability Access Resource Manual, Local Government and Shires Association of NSW 1991

Advisory Notes on Access to Premises, Human Rights and Equal Opportunity Commission 1997, amended March 1998/February 1999. Available in standard print, large print and on computer disk. Ph 02 9284 9761, fax 02 0284 9789, TTY 1800 620241, [www.hreoc.gov.au/disabil/access.htm](http://www.hreoc.gov.au/disabil/access.htm)

NSW Government Disability Framework, Ageing and Disability Dept & NSW Health Ph: 02 9364 6961, fax: 02 9367 6830, TTY 02 9367 6868

Disability, Ageing and Carers: Summary of Findings Australian Bureau of Statistics (ABS), 2003 – 4430.0

Position Papers '99 Physical Disability Council NSW, Sydney 1998 Ph 1800 688 831 - <http://www.pdcnsw.org.au/pospap99.htm>

Commonwealth Disability Strategy: Better Physical Access – Open Minds, Open Doors – a guide for members of the Australian Public Service – obtained from I.D.E.A.S. Inc Ph: 1800 029 904

Baulkham Hills Shire Council Disability Action Plan 2005 - 2010

Ku-ring-gai Access Policy And Disability Discrimination Act Action Plan 2005 - 2009