
PLAN FOR PEOPLE WITH DISABILITIES

Annual Report
July 2008 to June 2009

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Document Status

Approved

Robert Domm
Chief Executive Officer

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Executive Summary

The introduction of a formalised Plan for People with Disabilities, including procedures and actions for managing compliance with the Disability Discrimination Act (DDA), has improved the way the Authority manages disability and discrimination issues across our precincts and within the organisation itself.

The Authority has taken a holistic approach to compliance by focusing attention not only on more readily identifiable physical access issues but also by improving staff training, integrating DDA compliance with human resources and formalising complaints procedures. The Authority has also ensured that the plan is adopted and actions implemented and reported by all divisional managers every 6 months. These reviews help managers focus their attention on equity and access and reinforce the importance of this issue in their day-to-day decision-making.

The full year July 2008 to June 2009 period has been marked by modest achievements in improving facilities and customer servicing with benefits to those with disabilities who visit our precincts. Ongoing base building refurbishments, particularly the installation of ramps, lifts and accessible toilets continue the Authority's efforts to make the historic buildings in The Rocks more equitable and functional for all users without diminishing their heritage significance.

Major new buildings currently in construction in both Darling Harbour and The Rocks will deliver significant access improvements and provide a range of accessible public facilities. Darling Walk under construction will deliver a new on-grade civic connector linking the city with Darling Harbour and a fully accessible water play and playground to rival the best children's play experience anywhere in the world. The new hotel development in south Cumberland Street, The Rocks also under construction will deliver a new pedestrian entry and fully accessible thoroughfare to the precinct; linking the city via York Street to the western and upper parts of The Rocks.

Ongoing training for our frontline staff to assist those visitors with various disabilities, and to experience the challenges that particular disabilities have for moving around our precincts, has proven very effective. The Authority has also participated with Tourism NSW and other public recreation and service providers to establish a trial website dedicated to providing one-stop tourist information for those with a disability.

The Authority continues to upgrade its Mobility Map for The Rocks to further inform and clarify accessible and non-accessible paths of travel and update public lift and toilet operational times.

Projects and initiatives completed or in progress during the **2008 to 2009** period and which have disability improvement outcomes are shown at Attachment 2 and summarised below:

1. **Physical accessibility – capital and maintenance projects**

- Darling Harbour - Darling Walk public domain and playground. Planning completed, detail design progressing and construction commenced. Work in progress.
- The Rocks - Cumberland Street and Grosvenor Street southern precinct entry. Public domain planning in review, hotel construction commenced. Work in progress.

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- The Rocks - 88 George Street ramp, canopy and stairs provide full access to Bushells Place podium seating area. Completed.
 - The Rocks – 100 George Street – Entry ramp and DDA compliant elevator provides access to all floors from George Street. Stairs lift installed to provide access east side of building to level 1 podium. Completed.
 - Pymont Ultimo - Accessible toilets associated with the Darling Island Workplace 6 development and servicing the adjacent Metcalf Park. Completed.
- 2. Promoting positive community attitudes**
- Easy Access Australia on a State Node Visitor Accessibility study – the identification of tourist and heritage sites around the state which provide accessible experiences and facilities for those with a disability. Trial and feedback completed.
 - The Rocks Mobility Map updated and graphical improvements to further distinguish accessible routes. Completed.
- 3. Staff Training**
- Annual Disability Awareness & Inclusive Customer Service training module 1 workshop for frontline staff to ensure awareness and skills to appropriately manage the needs of visitors with a disability. Completed and ongoing.
- 4. Employment in the Public Sector**
- Climate survey of staff includes seeking specific feedback on DDA and Equal Employment Opportunities issues. Surveys are ongoing.
- 5. Complaints procedures**
- Disability access issues are reported either directly to the Authority or via the Customer Reporting Management System. During the reporting period, there was an incident in Darling Harbour involving a wheel chair and drainage grate. Corrective actions were taken to eliminate the non-compliant grating.
 - While there have been numerous minor incidents across the precincts relating to trips and falls, none are directly related to access for those with a disability.
 - Refer to CRMS notification and actions taken at the end of this report.

Projects and other initiatives for 2009/2010 with disability outcomes are shown at Attachment 3.

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Purpose

The purpose of this annual report is to inform the Executive and the community of progress with implementing actions as set out in the Plan for People with Disabilities (PPWD) for the 2008/2009 annual reporting period.

Background

In October 2003, the Board approved the current PPWD for implementation.

The aim of the PPWD is to comply with the NSW Government disability framework and provide a process for the Foreshore Authority to better meet the needs of staff and community in relation to disability issues. The PPWD is designed to be a management tool that will direct specific actions, while also promoting an integrated response to planning, design and communication.

In accordance with the NSW Government Disability Policy Framework the following Priority Areas for Action are addressed in the PPWD:

1. **Physical Accessibility**
Maximized opportunity for people with disabilities to experience the Foreshore Authority's precincts by removing or minimizing barriers and developing alternate accessibility mediums.
2. **Promoting Positive Community Attitudes**
The community is informed about the management philosophy, facilities available and the mitigation of physical barriers to people with disabilities within the Foreshore Authority's precincts.
3. **Training of Staff**
Demonstrated inclusiveness of people with disabilities for employment, visitation, policy development and infrastructure planning throughout the Foreshore Authority precincts.
4. **Employment in the Public Sector**
Equal opportunity to people with disabilities is afforded in recruitment and selection processes, work environment, personal and professional development, and promotion.
5. **Complaints Procedures.**
Complaints procedures are provided and are effectively managed in a timely manner by the appropriate level of management.

The PPWD sets a range of strategies with objectives to deliver improvements in the above priority areas. Arising from the strategies were 50 actions and associated performance indicators that document where actions have been taken and what actions are still needed to progress the strategy towards resolution.

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Processes for Monitoring, Reviewing and Evaluating the Disability Access Plan

A Disability Access Advisory Group (DAAG), comprising managers of The Foreshore Authority with a role in delivering accessibility outcomes, was formed to manage the implementation and reporting of the PPWD. Performance is monitored against the Plan using performance indicators and results reported to the Manager DAAG. The Manager DAAG will rely on the half yearly reports from the DAAG when reviewing the effectiveness of the plan. New legislation, improvements to access or changes to conditions will be incorporated as required. Currently, the Management of the DAAG is with the Manager Heritage and Design or designated officer.

The PPWD is reviewed annually in May by the DAAG with a report, by the end of June, available for inclusion in the Foreshore Authority's Annual Report. The outcome will be reported to the Executive.

The Disabilities Contact Officer (DCO) will be the point of contact for all internal and external referrals and will determine the most appropriate manager to progress the issues raised by our stakeholders. Currently the DCO is with the Manager Human Resources or designated officer. The DAAG consultation and diagnostic testing will engage staff with disabilities during this process.

Tenant and Asset Maintenance Services is responsible for preparation of the report.

Reporting

The reporting of PPWD performance indicators for each management area is shown as Attachment 1.

The reporting of key achievements over the previous 12 months is shown as Attachment 2. These achievements have been compiled with feedback from the relevant managers and include actions that have arisen during the course of the previous reporting period.

Human Rights and Equal Opportunity Commission (HREOC) waivers

No waivers have been sought over this reporting period, nor are any pending.

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ATTACHMENT 1

PERFORMANCE REPORTING

MANAGER Disability Access Advisory Group

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.1	DAAG provides half yearly reports and annual report to the CEO.	Staff time	Annual report to CEO completed.	Annual report	Half Year report to CEO.	Refer to Attachment 2 – Summary of achievements completed 2008/9 Refer to Attachment 3- Summary of initiatives proposed for 2009/10.
	PI 1.3	Annual report detailing the status of Human Rights and Equal Opportunity Commission (HREOC) waivers to be provided.	Staff time	No waivers in place and none being sought at this time.	Ongoing.	Ongoing.	Note
	PI 1.12	Ensure web pages and electronic maps meet the requirements for way finding and accessibility for people with disabilities.	Budget required	Access maps for Rocks and Darling Harbour are current and on websites.	Ongoing.	Ongoing.	Update annually or as required.
	PI 1.13	PPWD is available in an electronic format through the Foreshore Authority website.	Staff time	PPWD is current	Ongoing.	Ongoing.	Reports are updated each 6 monthly review.
	PI 1.17	HREOC waivers are to be requested for noncompliant facilities and services.	Staff time	No waivers have been sought or received for any property to date.	Ongoing as required.	Ongoing as required.	Note
	PI 1.18	Maintain HREOC waiver register.	Staff time	No waiver register in place as no waivers sought to date	Ongoing as required.	Ongoing as required.	Note
	PI 1.22	A program of external consultation is commenced with the purpose of collaboration in addressing accessibility.	External expert consultant requires funding	Access consultants are used to address accessibility issues in all project works that have direct DDA outcomes.	Ongoing use of external access consultants in the planning and design of projects.	Ongoing use of external access consultants in the planning and design of projects.	Note

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Priority Area for Action	Performance Indicator	Resources	Current	Target Dec 2009	Target June 2010	Comments	
	PI 1.23	The Foreshore Authority staff is engaged in the review process of the PPWD and the provision of facilities and services.	Budget required	Ongoing review by each manager and action list arising.	Ongoing.	Ongoing.	Each 6 months the PPWDD is updated and progress checked against programme.
2 Promoting Positive Community Attitudes	PI 2.1	PPWD is readily available in electronic format and available to the community.	Staff time	Most recent version of PPWD is on website.	Update website as update versions become available.	Update website as update versions become available.	Note
	PI 2.2	Disability access information is available on web site, printed information, and all mapping for public consumption.	Staff time	Mobility Maps are current for both Rocks and Darling Harbour. Events policy updated to include site specific DDA access issues for event planning and is available on line.	Ongoing.	Ongoing.	Note
	PI 2.7	Implement a consultation plan with appropriate agencies to ensure that community issues are communicated to the Authority regarding planning, facilities, events and services that affect people with disabilities.	Staff Time	Periodic update of access audits for our precincts. Access training by external providers.	Ongoing.	Ongoing.	Refer to 1.22 Need to align or partner with disability organisation that can provide regular updates on changes to access standards and emerging best practice.
3. Training of Staff	PI 3.3	PPWD is readily available in electronic format and available to Authority staff and contractors.	Staff time	Current PPWD is available on the Authority intranet.	Ensure most recent version of PPWD is on intranet.	Ongoing.	Note
5. Complaints Procedures	PI 5.1	Details are available on the Authority's web page of the CRMS telephone number; TTY phone number, e-mail address and postal address are available for lodging of complaints.	Staff time	CRMS, TTY and complaints process have been added to the website.	Update as required.	Update as required.	Note

GENERAL MANAGER DARLING HARBOUR

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.11	Expand the opportunity to appreciate the diverse characteristics of the Authority's precincts through progressive enhancements of the physical environment and where appropriate, develop alternate means to experience, understand and interpret these precincts.	Budgets required for specific initiatives	Monitoring compliance with DDA and seeking to maximise access to significant sites.	To have new initiatives ready for implementation in the new financial year.	Progress report on project initiatives status.	Annual capital works program and facilities and maintenance program to include projects to improve access opportunities for all people to experience precincts including interpretation and public access as required.

GENERAL MANAGER THE ROCKS

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.11	Expand the opportunity to appreciate the diverse characteristics of the Authority's precincts through progressive enhancements of the physical environment and where appropriate develop alternate means to experience, understand and interpret these precincts.	Budgets required for specific initiatives.	Monitoring compliance with DDA and seeking to maximise access to significant sites.	To have new initiatives ready for implementation in the new financial year.	Progress report on project initiatives status.	Annual capital works program and facilities and maintenance program to include projects to improve access opportunities for all people to experience precincts including interpretation and public access as required

MANAGER FACILITIES – DARLING HARBOUR AND THE ROCKS

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.10	Maintain a maintenance regime and capital works program that specifically addresses minor upgrades to infrastructure to enhance accessibility.	Incorporated in maintenance budget.	Ongoing improvements.	Half yearly report update on progress and to develop following years program.	Annual report update and new year capital works proposals available.	Maintenance requirements address accessibility issues.
	PI 1.19	Implement remediation in conjunction with capital works to reduce HREOC waiver requirements.	Incorporated in maintenance budget.	Scheduled maintenance works.	Ongoing	Ongoing	Note

MANAGER OPERATIONS AND COMPLIANCE

Priority Area for Action	Performance Indicator	Resources	Current	Target Dec 2009	Target June 2010	Comments	
1. Physical Accessibility	PI 1.2	Customer Request Management System (CRMS) is able to capture complaint and recommendations in an efficient manner.	Staff time	In place.	Ongoing.	Ongoing.	Refer to Appendix 3 for CRMS report.
	PI 1.6	Review vehicular and pedestrian traffic management for events to mitigate hazards to people with disabilities arising from vehicles, evacuation routes, topography and noncompliant buildings.	Staff time	Event management plans provide for disability access.	Ongoing.	Ongoing.	Essential part of the Event DA process and incorporated into event management planning.
	PI 1.20	Annual review of the Authority's emergency procedures.	Scheduled	Procedures in place.	Ongoing.	Ongoing.	Only refers to Authority occupied buildings and multiple tenancies.
	PI 1.21	Periodic reviews are conducted for tenancies of their evacuation procedures in accordance with legislative, regulatory and lease requirements.	Staff time	Ongoing.	Ongoing.	Ongoing.	Compliance is co-ordinated through Emergency Procedures Manual including Property and Security and Logistics teams in conjunction with external consultancies such as Trimevac.
3. Training of Staff	PI 3.7	Emergency and evacuation procedures for people with disabilities are documented, available and practiced.	Staff time	Evacuation procedures in place.	Ongoing.	Ongoing.	Only refers to Authority occupied buildings and multiple tenancies.
5. Complaints Procedures	PI 5.2	All complaints regardless of method of correspondence are reported on CRMS.	Staff time	Procedures in place.	Implemented.	Ongoing.	Six (6) monthly reports. Refer to attachment at end of report for complaints registered since last report
	PI 5.3	CRMS is able to provide a specific report that addresses issues that relate to people with disabilities.	Staff time	Implemented.	Ongoing.	Ongoing.	Note
	PI 5.5	Managers with responsibilities relating to disabled services are advised of all complaints through CRMS.	Staff time	Scheduled.	Ongoing.	Ongoing.	Advised through CRMS action and Disability Contact Officer

MANAGER HERITAGE AND DESIGN

Priority Area for Action	Performance Indicator	Resources	Current	Target Dec 2009	Target June 2010	Comments	
1. Physical Accessibility	PI 1.4	Identify specific provisions for maintaining or improving accessible facilities in Development Applications.	Staff time	Requirement for access reporting in place.	Ongoing.	Ongoing.	Note
	PI 1.7	Way-finding signage and facilities promote the inclusiveness of people with disabilities.	Staff time	Revised Rocks mobility map completed. DH mobility map remains current.	Ongoing review.	Ongoing review	Continue to review and update map as access changes in precinct occur on annual basis.
	PI 1.8	Access audits to be conducted in all precincts every four years with a precinct per year and ongoing to assist in planning and development.	Budget required	Audit of The Rocks and DH complete.	No actions.	No actions.	Next audit for Rocks 09/10. Next audit for DH 09/10.
	PI 1.17	HREOC waivers are to be requested for noncompliant facilities and services.	Staff time	Ongoing.	Ongoing.	Ongoing.	None to date.
3. Training of Staff	PI 3.2	Heritage and Design team will work with HR to provide specific training for managing disability issues.	Budget required	Successfully completed annual training program.	No actions.	Next annual training program undertaken.	Refer to Human Resources.

MANAGER MARKETING

Priority Area for Action	Performance Indicator	Resources	Current	Target Dec 2009	Target June 2010	Comments	
2. Promoting Positive Community Attitudes	PI 2.9	Marketing publications include purpose-focused provisions for people with disabilities.	Staff time	Only basic information such as toilets provided.	Have best practice methodology in place for developing new marketing publications.	To implement best practice marketing techniques.	There is a need to appreciate best practice in the development of marketing literature (design and style guide) so that the widest range of the community can access our marketing – HR to investigate training.

GROUP MANAGER PROPERTY

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.9	New leases for the Authority's properties to include provisions for ensuring the maintenance or development of facilities and accessibility for people with disabilities. Tenants leasing certain heritage properties may be exempt and this exemption is specifically noted in the development application as required.	Staff time.	Not scheduled.	Ongoing.	Ongoing.	Note: Exemption would not usually form part of the lease, as it would be provided during the DA process once lease has been executed.
3. Training of Staff	PI 3.6	Provide advice to tenancies and contractors on the Authority's management policies regarding support to people with disabilities.	Staff time.	Staff not trained.	Have staff trained in DDA relevant to property issues.	Ongoing.	Advice to be provided by Authority staff as required.

MANAGER E-SERVICES

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.15	Ensure web page design is accessible for people with disabilities.	Staff time	Visually impaired have access to special web browser which allows for audio feedback and images are described by text.	NSW govt Web Style Guide directive has been implemented with roll out of new Authority website.	Ongoing monitoring.	Note.

MANAGER HUMAN RESOURCES

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.14	Ensure telephone typewriter (TTY) facilities are available for people with disabilities.	Budget required.	Operational.	Ongoing.	Ongoing.	Note
3. Training of Staff	PI 3.1	Disability awareness training is provided for DAAG members and all staff.	Budget required.	In progress.	Ongoing.	Ongoing.	Note
	PI 3.4	Develop and implement a disability awareness training package as part of the induction package.	Budget required.	Included in current package.	Ongoing.	Ongoing.	Note
4. Employment In the Public Sector	PI 4.1	All staff involved in staff selection are trained in EEO and Disability Awareness.	Budget required..	Training in place.	Ongoing.	Ongoing.	Currently a component of the Authority's staff selection training.
	PI 4.2	Promote equity in recruitment of staff and selection of contractors to encourage proportional representation of people with disabilities.	Staff time.	Policies currently encourage equity.	Ongoing.	Policy updates ongoing.	Authority advertisements for all positions and contracts do not discriminate on the basis of DDA or EEO.
	PI 4.3	Management of workplace profile to include data collection of issues specific to people with disabilities.	Staff time.	Issue is component of staff survey.	Ongoing.	Ongoing.	Survey update included in the Climate Survey on Intranet.
	PI 4.4	Ensure privacy issues are managed appropriately.	Staff time.	Policy in place.	Ongoing.	Ongoing.	Privacy policy in place.
5. Complaints Procedures	PI 5.4	Responses to complaints are handled in a timely manner in accordance with the prescribed service standard. To receive current complaints list from DCO and develop action plan to remediate problems.	Staff time.	System in place.	Ongoing .	Ongoing.	Note

MANAGER EXTERNAL RELATIONS

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
2 Promoting Positive Community Attitudes	PI 2.6	Implement a communications plan to promote the opportunities available for people with disabilities to experience, through physical access or otherwise, the diverse characteristics of the Foreshore Authority precincts.	Budget required	Included in the Foreshore Authority marketing information.	Update ongoing.	Update ongoing.	Linked to access audits and interpretation strategies for the Rocks and DH.
	PI 2.7	Implement a consultation plan with appropriate agencies to ensure that community issues are communicated regarding planning, facilities, events and services that affect people with disabilities.	Staff time	Ongoing.	Ongoing.	Ongoing.	This is managed through staff training programme.
	PI 1.24	Continue to effectively manage information to and from external parties in relation to people with disabilities.	Staff time	Ongoing.	Ongoing.	Ongoing.	Note

DISABILITY CONTACT OFFICER - DCO

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
5. Complaints procedures	5.6	To coordinate incoming enquiries, correspondence, grievances etc and determine appropriate manager to resolve issue	Staff time	Ongoing	Ongoing	Ongoing	Maintain a register of enquires, correspondence, grievances and referrals to appropriate manager and make available for inclusion into 6 monthly reporting.

MANAGER BUSINESS DEVELOPMENT AND VENUE HIRE

Priority Area for Action	Performance Indicator		Resources	Current	Target Dec 2009	Target June 2010	Comments
1. Physical Accessibility	PI 1.5	Event management plans include specific provisions for maintaining facilities and accessibility for people with disabilities.	Staff time	Venue hire assessment evaluation summary is being developed.	Ongoing monitoring.	Ongoing	Full DDA compliance must be linked to the nature and scale of the event. For example, for major events, disabled toilets are installed but for minor events they are not installed.
2 Promoting Positive Community Attitudes	PI 2.4	Implement event management practices that encourage people with disabilities to visit the Foreshore Authority precincts.	Staff time	Existing practices do not preclude people with disabilities and special provisions made for major or specific events.	Ongoing monitoring.	Ongoing	Part of the Authority's community services obligations.
	PI 2.8	Promote opportunities for events catering specifically for people with disabilities.	Staff time	On as-needs basis	Sales strategy revised to include targeting aged and disability groups to have events on Authority land. Ensure marketing literature and website is clear that the Authority supports events for disabled and will work with proponents to deliver the event.	Ongoing	Limited opportunity for unique event for disability groups but DDA issues integrated into all events management.
	PI 2.10	Appropriate events for people with disabilities are identified for hosting or sponsoring within the Authority's precincts on an annual basis.	Staff time	On as-needs basis	Ditto	Ongoing	Targeting of events to disability groups but limited opportunities - more equitable to ensure all events are accessible.

ATTACHMENT 2

STATUS of INITIATIVES with DISABILITY
OUTCOMES for 2008/2009

STATUS of INITIATIVES with DISABILITY OUTCOMES for 2008/2009

Priority Area	Initiatives	Status	Responsible Group
1.0 Physical Accessibility			
1.1	Darling Harbour. Darling Walk public domain and playground. Planning completed, detail design progressing and construction commenced. The provision of ramps will deliver full accessibility and the design of the playground will provide a range of play experiences for all child abilities.	Construction in progress and due for completion in 2011.	Strategic Developments.
1.2	The Rocks. Stamford Hotel in Cumberland Street. Public domain planning in review, hotel construction commenced. The public domain will provide full on-grade accessibility.	Construction in progress and due for completion in 2011.	Strategic Developments.
1.3	The Rocks. Lighting stage 5 Argyle Street continues the program to deliver improved night time access to all areas of The Rocks. New safety and decorative lighting.	Completed.	Project Services.
1.4	The Rocks. Bushells Place ramp, canopy and stairs provide full access from George Street to the podium seating area.	Completed.	Project Services.
1.5	The Rocks – 100 George Street – Entry ramp and DDA compliant elevator provides access to all floors from George Street. Stairs lift installed to provide access east side of building to level 1 podium.	Completed.	Project Services.
1.6	Pyrmont Ultimo. Accessible public toilets associated with the Darling Island Workplace 6 development and adjacent to Metcalf Park and waterfront promenade.	Completed.	Strategic Developments.

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1.7	Darling Harbour – non compliant drainage grates replaced with wheel chair accessible grates and tactile markers placed on King Street overpass.	Completed	Facilities
2.0 Promoting Positive Community Attitudes			
2.1	Easy Access Australia on a State Node Visitor Accessibility study – the identification of tourist and heritage sites around the state which provide accessible experiences and facilities.	Trial completed.	Heritage and Design.
2.2	The Rocks Mobility Map updated and graphical improvements to further distinguish accessible routes. The key change is to present non-accessible and accessible with assistance type pathways in a new graphic. All opening and closing times for lifts and toilets updated.	Completed.	Heritage and Design/Graphics.
3.0 Staff Training			
3.2	Ongoing Disability awareness training provided for all staff at 6 month intervals using external DDA consultants: <ul style="list-style-type: none"> • module 1 for reception and front line staff • module 2 for technical, design and planning staff 	Module 1 only completed.	Learning and Development Manager.
4.0 Employment in the Public Sector			
4.1	Climate survey of staff seeking specific feedback on DDA and EEO matters.	Ongoing.	Human Resources.
5.0 Complaints Procedure			
5.1	Disability Contact Officer (DCO) role in place and managing complaints as they arise.	Ongoing.	DCO.
5.2	CRMS log complaints and advise DCO of issue. DCO contacts relevant staff officer to manage issue.	Ongoing and refer to following attachment for 2008/09 issues.	CRMS.

ATTACHMENT 3

INITIATIVES with DISABILITY
OUTCOMES for 2009/2010

PROPOSED INITIATIVES with DISABILITY OUTCOMES for 2009/2010

Priority Area	Initiatives	Status	Responsible Group
1.0 Physical Accessibility			
1.1	Darling Harbour - Darling Walk public domain and playground. The provision of ramps will deliver full accessibility and the design of the playground will provide a range of play experiences for all child abilities.	Planning completed. Construction in progress and due for completion in 2011.	Strategic Developments.
1.2	The Rocks - Stamford Hotel in Cumberland Street. The public domain will provide full on-grade accessibility.	Construction in progress and due for completion in 2011.	Strategic Developments.
1.3	The Rocks - Barney and Bligh Reserve. To reconstruct the existing parkland to deliver an accessible public toilet facility and various improvements for school and tourist groups.	Subject to successful federal funding grant.	Project Services.
1.4	Darling Harbour - Darling Harbour public domain lighting upgrade. To commence installation of new light fittings that will deliver improved lighting levels generally across the precinct.	Foreshore Authority funded for implementation 2009/2010.	Project Services.
1.5	The Rocks – 70 George Street (Metcalf Bond Store) building upgrade. New accessible toilets on each level and compliant lift to access all floors and George Street.	Planning and design in progress for delivery 2009/2010.	Project Services.
1.6	The Rocks – Greenway Lane ‘access for all’ toilet. To deliver an accessible ramp leading to an accessible toilet by tenant.	Planning completed. Delivery 2009/2010.	Project Services.

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1.7	The Rocks – First Fleet Park master planning for improvement works. One of the key objectives is to reduce barriers for pedestrian movement between The Rocks and Circular Quay. The provision of an accessible path is a mandatory outcome.	Master planning in progress.	Project Services.
2.0 Promoting Positive Community Attitudes			
2.1	The Darling Harbour Mobility Map updated and graphical improvements to further distinguish accessible routes. General updating of information.	To be commenced.	Heritage and Design/Graphics.
3.0 Staff Training			
3.2	Ongoing Disability awareness training provided for all staff at 6 month intervals using external DDA consultants: <ul style="list-style-type: none"> • module 1 for reception and front line staff • module 2 for technical, design and planning staff 	Ongoing.	Learning and Development Manager.
4.0 Employment in the Public Sector			
4.1	Climate survey of staff seeking specific feedback on DDA and EEO matters.	Ongoing.	Human Resources.
5.0 Complaints Procedure			
5.1	Disability Contact Officer (DCO) role in place and managing complaints as they arise.	Ongoing.	DCO.
5.2	CRMS log complaints and advise DCO of issue. DCO contacts relevant staff officer to manage issue.	Ongoing.	CRMS.

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Peter Nowland

From: Justin Hewitt
Sent: Wednesday, 11 February 2009 11:11 AM
To: Peter Nowland
Subject: Drain Grate Incident DH

Pete, this is the only CRMS relating to a 'drain grate' in August 2008. It is possible that the two are connected. Attached is an image. If you cant open it come over and see me and I will show it to you from Dataworks - JH

C:\Data\WhatTemp\349381\webform.htm - SHUA Internet Explorer

File Edit View Favorites Tools Help
Google Go Bookmarks Check Send to

C:\Data\WhatTemp\349381\webform.htm

To help protect your security, Internet Explorer has restricted this webpage from running scripts or ActiveX controls that could access your computer. Click here for options...

CRMS No: 349381

Maintenance Request
* Mandatory Entry Required

Your Name Robert Astin *
Callers Name David James *
Callers Contact Phone Number 9240 8644 *
Customer Type Staff Member *
Registration Date 2008/08/28 16:31:41.504 GMT+1000

**IF THIS IS A MAINTENANCE REQUEST FOR DARLING HARBOUR, PLEASE SELECT DARLING HARBOUR MAINTENANCE
DO NOT USE DARLING HARBOUR SECTORS FOR MAINTENANCE REQUESTS**

Precinct Darling Harbour Maintenance *
Location Address Outside CSF Building. *
Specific Location Details Between Pay Phones and Palm Grove and between Toilets and Palm Grove. *
Request Description (Summary) Change the storm water grates in the two above locations so they comply with the relevant building code. As advised gaps need to be a maximum of 150mm x 13mm, the current space is 305mm x 25mm.
Request Additional Details Please see attached pictures which shows current spaces and has a ruler used in the shot to indicate exact measureme
Request Type STORMWATER DRAINAGE *
 Damaged or Missing Grates

Attach any Supporting Photographs or documents 28-08-2008 Drains outside CSF Building.JPG
28-08-2008 Drains outside CSF Building (1).JPG
28-08-2008 Drains outside CSF Building (2).JPG
28-08-2008 Drains outside CSF Building (3).JPG
28-08-2008 Drains outside CSF Building (4).JPG

Does this require a phone call to Maintenance Staff OR Cleaners? No *
Yes

Reference

- [Maintenance Request Type List](#)
- [Darling Harbour Maintenance Contacts](#)
- [Books and Circular Quay Zone Map](#)
- [Maintenance Request Instructions](#)

Done My Co

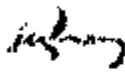
Peter Nowland

From: Justin Hewitt
Sent: Tuesday, 30 June 2009 10:04 AM
To: Peter Nowland
Subject: RE: CRMS for dda incidents

Peter:

As discussed, no CRMS reports relating to disability incidents or access issues were identified in DataWorks for January to June 2009. There were several CRMS reports entered relating to the access of the CSF Disabled Toilet but these were not related to a specific incident or complaint.

Justin Hewitt



Justin Hewitt
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