



**Roads and Traffic Authority**

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# Disability Action Plan

## 2000 - 2004

**For submission to:**

- NSW Ageing and Disability Department, to meet the requirements of Section 9 of the Disability Services Act 1993 and the NSW Government Disability Policy Framework 1998
- Human Rights and Equal Opportunity Commission, to meet the requirements of Section 61 of the Commonwealth Disability Discrimination Act 1992

The Disability Action Plan is the overarching document outlining the RTA's strategies to ensure people with disabilities achieve social and employment equity through appropriate:

- Strategies for the Successful Implementation of this Plan
- Physical Access
- Promotion of Positive Community Attitudes
- Training of Staff
- Information about RTA Services
- Employment in the RTA
- Complaint Procedures
- Additional Areas for Action

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# Foreword

The Roads and Traffic Authority (RTA) is committed to delivering a range of quality services to all its customers and users of the New South Wales State Road network. This commitment also extends to customers and road users with special needs. The RTA's Disability Action Plan (DAP) recognises that people with disabilities or special needs have the same basic human rights to aspire to, participate in and pursue, the same quality of life as any other members of the community.

Ongoing consultation with significant stakeholders in the general public, including people with disabilities, resulted in specific strategies being devised for implementation over the next four years. The Plan will provide a mechanism to introduce change in our way of thinking, and in our delivery of service. This Plan primarily serves to assist people with disabilities in NSW to access RTA services on an equitable basis with all other people in NSW, irrespective of their particular needs or disabilities. In preparing the Plan, significant effort was made to ensure that equitable access to our services would continue to be maintained during high demand periods such as during the Olympic and Paralympic Games.

The RTA is fully committed to the relevant State and Commonwealth legislation as well as the Australian Standards and Building Codes. The RTA is acknowledged as a best practice organisation in the broader field of equity and won the Premier's Public Sector Awards in 1998 under the Employment Equity category. The RTA endeavours to provide an environment, which is better than the minimum requirements laid out in the relevant benchmarks, legislation and/or codes. For example:

- About 580 of the RTA's roadside help phones are suitable for use by hearing impaired people due to their T switch compatibility. Each telephone has T switch decal clearly visible. These phones dial automatically when the receiver is removed from the cradle and have been successfully tested for use by a person with legal quadriplegia.
- The RTA's Property Strategy and Policy, where possible and cost effective, only considers tenancy of two floor premises if appropriate access is provided for people with a disability. On a needs basis, the RTA also designs special in-house workstations and counters to suit staff with particular disabilities.

- Since 1997 the RTA has exceeded the benchmarks on disability employment set by the *NSW Government Disability Policy Framework (DPF)*. People with a disability comprise 14% and people with a disability requiring adjustment at work comprise 4.8% of the RTA's staff compared to the DPF benchmark of 11% and 4% respectively.
- RTA's Healthy Ageing Strategies also benefit people with disabilities.

The DAP has been prepared in accordance with the NSW Government's *Anti Discrimination Act, Disability Services Act 1993*, the *Community Services (Complaints Appeals Monitoring) Act 1993*, and the *Commonwealth Disability Discrimination Act 1993*. The RTA welcomes this opportunity to progress its inclusive and proactive approach to service planning, implementation and delivery, through integration of the DAP into the RTA's Strategic Plans and Directorate Business Plans; providing for performance measures to be included in the performance agreements of senior managers; and providing an outcomes report in our Annual Report to the Minister and Parliament.

The Plan integrates existing strategies from various disability focused research projects. The DAP displays the RTA's commitment to ensuring that all programs and services that we provide now and in the future, are accessible to everyone. We are also committed to continuing our development of understanding the special needs of the disabled, by exploring strategic customer focus issues through consultation. I trust that these initiatives will lead us into the 21st Century as a leader in providing equitable services for all members of the community.

Paul Forward  
Chief Executive

# Disability Action Plan

## Priority Area for Action: 1 STRATEGIES FOR SUCCESSFUL IMPLEMENTATION OF PLAN

**Goal / Outcome:** The Disability Action Plan is periodically reviewed, evaluated and updated to ensure continued implementation of disability specific strategies in accordance with prevailing laws, Government directives and identified best practice

Strategies	Accountability/Timeframe	Actions/Performance Indicator
1.1 Co-ordinate the implementation of the Disability Plan. Set up a central committee, with representatives from each Directorate.	Director, Corporate Services June 2000	Committee established with representatives from each Directorate who will co-ordinate the Plan's implementation, and nominate members for the Disability Advisory Committee.
1.2 Include appropriate accountabilities in Directors performance agreements.	Chief Executive Ongoing	All Directors to report on Plan when performance reviews are conducted.
1.3 Ensure that Business plans include measurable disability actions where appropriate.	Directors Ongoing	All Business Plans to contain appropriate performance measure
1.4 Review the DAP's implementation annually and report to GM Human Resources by 1 July each year	Directors Ongoing	Relevant action included in performance agreements
1.5 Ensure review/revision of the DAP every three years in accordance with prevailing legal/ Government requirements commencing January 2003	Chief Executive Directors December 2003	Relevant action included in performance agreements

# Disability Action Plan

## Priority Area for Action: 2 PHYSICAL ACCESS

**Goal / Outcome: People with disabilities have access to RTA buildings and facilities used in the provision of their services. "Access" includes access to organisational communications**

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>2.1 Ensure access to relevant disability information by developing and maintaining or establishing links with appropriate databases on the Internet</p> <ul style="list-style-type: none"> <li>➤ Conduct EEO Survey to update data on staff with a disability</li> <li>➤ In consultation with ODEOPE (Office of the Director of Equal Opportunity in Public Employment) develop and include a set of questions within the EEO survey form to assess adequacy of workplace access by staff with a disability</li> </ul>	<p>General Manager Human Resources June 2001</p>	<p>Relevant databases established</p>
<p>2.2 Establish Internet/Intranet links with relevant sections of the home page of the following organisations to provide RTA officers online access to applicable disability standards and guidelines and/or community organisations interested in disability issues:</p> <p>Ageing &amp; Disability Department, Attorney General's Department, Aboriginal &amp; Torres Strait Islander Commission, Ethnic Affairs Commission, ODEOPE, Anti Discrimination Board, Human Rights &amp; Equal Opportunities Commission, Department of Urban Affairs and Planning, Guide Dog Association, Wheelchair and Disabled Association, Royal Blind Society and the Royal Institute for Deaf &amp; Blind Children.</p>	<p>Chief Information Officer September 2000</p>	<p>Appropriate links established</p>

# Disability Action Plan

## Priority Area for Action: 2 PHYSICAL ACCESS

Strategies	Accountability/Timeframe	Actions/Performance Indicator
2.3 Review, as necessary, road network standards to ensure improved accessibility for people with a disability	Director T & T Director RS & RUM Director RNI Ongoing	Road Standards review completed and revised where appropriate
2.4 Provide/extend Telephone Typewriter (TTY) facility where required Eg central facility to contact all RTA offices Roadside Emergency phones Transport Management Centre Childcare Service to RTA staff	Directors Ongoing	% of facilities provided with TTY
2.5 Ensure all future venues providing community information and Pre-tender briefings have appropriate disability access to the premises	Director Client Services December 2000	Percentage of premises with appropriate disability access
2.6 Optimise physical access to the Roads and Traffic Authority premises. Survey, then develop action plans to ensure compliance with objectives of the Australian Standard 1428.1 for premises owned or leased.	Director Finance Director RS & RUM December 2002	100% premises surveyed by December 2001.  Premises for improvement identified by May 2002.  Prioritised action plans by December 2002.

# Disability Action Plan

## Priority Area for Action: 2 PHYSICAL ACCESS

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>2.7 Ensure continued compliance of RTA premises with relevant design/disability standards</p> <ul style="list-style-type: none"> <li>➤ Assess facilities and determine required upgrade on a site by site basis.</li> <li>➤ Establish budget allocation for implementation of identified work.</li> <li>➤ Carry out work within annual maintenance programs.</li> <li>➤ Liaise with relevant associations such as Australian Quadriplegic Association to ensure that RTA has conforming design standards.</li> </ul>	<p>Director Finance Director Corporate Services Ongoing</p>	<p>RTA's design standards are considered suitable by relevant associations</p> <p>Number of offices complying with relevant design/disability standards</p>
<p>2.8 Identify appropriate methods for communicating televised RTA publicity programs to people with a hearing disability.</p>	<p>General Manager, Corporate Affairs; Director T &amp; T Director RS &amp; RUM December 2001</p>	<p>Appropriate methods identified and adopted.</p>

# Disability Action Plan

## Priority Area for Action: 2 PHYSICAL ACCESS

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>2.9 Review the Pedestrian Strategy to improve the quality of road environment for pedestrians including young pedestrians through the effective integration of pedestrian access, mobility and priority within the road transport system. A key component will be to ensure that all existing and new infrastructure provides for the needs of people with disabilities and older people as a minimum requirement.</p>	<p>Director T &amp; T Director RNI</p> <p>Ongoing</p>	<p>All new infrastructure to provide for the needs of people with disabilities and older people as a minimum requirement.</p> <p>All existing infrastructure, when upgraded, to provide for the needs of people with disabilities and older people as a minimum requirement</p>
<p>2.10 Develop and implement Pedestrian Access and Mobility Plans (PAMPs) with Councils. PAMPs identify the needs of all pedestrians within the study area. An Action Plan is developed highlighting the infrastructure required to improve access and mobility for all pedestrians.</p>	<p>Director T &amp; T Ongoing</p>	<p>Increase in percentage of councils adopting PAMPs</p>
<p>2.11 Review the RTA's Road Safety Strategies focusing on older people, developed as part of the NSW Government's Healthy Ageing Strategy, for their appropriateness to people with a disability.</p>	<p>Director RS &amp; RUM June 2000</p>	<p>Road Safety strategies reviewed and adjusted to suit people with a disability</p>

# Disability Action Plan

## Priority Area for Action: 3 PROMOTING POSITIVE COMMUNITY ATTITUDES

**Goal / Outcome:** The RTA promotes positive attitudes to people with disabilities through the information and education it provide to its staff, contractors and the users and potential users of its services'

Strategies	Accountability/Timeframe	Actions/Performance Indicator
3.1 Public awareness programs on traffic accident prevention are to present people with a disability as responsible customers and road users.	General Manager, Corporate Affairs; Director RS & RUM Director T & T December 2000	Future publicity campaigns, commencing January 2001 present people with a disability as responsible customers and road users
3.2 Review current RTA publications including those developed for use by people with a disability and older people with a view to promote a more positive attitude towards people with disabilities	Directors Ongoing	All existing publications reviewed  Guidelines for future publications developed

# Disability Action Plan

## Priority Area for Action: 3 PROMOTING POSITIVE COMMUNITY ATTITUDES

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>3.3 Promote a positive community attitude, where appropriate, towards people with disabilities in RTA print and visual advertisements</p>	<p>Directors Ongoing</p>	<p>Future Community Attitude Surveys, commencing December 2001, commissioned by the RTA progressively show an overall improvements in the satisfaction level of people with RTA's core business service access and delivery</p>
<p>3.4 Promote general staff awareness of the Plan.</p> <ul style="list-style-type: none"> <li>➤ Publish outcomes through articles in Around &amp; About, Career Opportunities, and through the Spokeswomen's network.</li> <li>➤ Incorporate information in staff induction package.</li> </ul>	<p>General Manager Human Resources, every six months</p> <p>GM Human Resources, December 2000</p>	<p>Articles published that state the outcomes achieved and future goals.</p> <p>Appropriate information available within the Induction Package for issue to all new staff members.</p>

# Disability Action Plan

## Priority Area for Action: 4 TRAINING OF STAFF

**Goal / Outcome:** All staff and contractors who have or may have contact with the public have been educated adequately in what is required of them in their dealings with people with disabilities.

Strategies	Accountability/Timeframe	Actions/Performance Indicator
4.1 Provide disability awareness information to all staff through appropriate medium including Team Brief, and Career Opportunities publication.	GM Human Resources September 2000	Disability awareness information developed and disseminated to staff
4.2 Provide disability awareness training program, consisting of specific customer needs training, for staff in direct customer contact positions	GM Human Resources Director RS & RUM December 2000	The Registry Services course module to meet the specific needs of customers with disabilities is updated as required
4.3 Include a Disability Awareness component in the training provided to Driver Aid Patrollers, Inspectors Vehicle Regulation, Grievance Officers, Spokeswomen, recipients of Community language Allowance and First Aid allowance, staff connected with emergency evacuation including Floor Wardens, Head Floor Warden and Chief Fire Warden	GM Human Resources March 2001	Disability awareness component included in training provided to targeted staff  Disability awareness component included in induction program

# Disability Action Plan

## Priority Area for Action: 4 TRAINING OF STAFF

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>4.4 Review the following and amend if required:</p> <p><b>Training Packages:</b></p> <ul style="list-style-type: none"> <li>➤ Selection Panel Member training</li> <li>➤ EEO training</li> </ul> <p><b>Information documents</b></p> <ul style="list-style-type: none"> <li>➤ Kit for selection panel members</li> <li>➤ Information Kit to applicants</li> </ul> <p><b>Policy documents</b></p> <ul style="list-style-type: none"> <li>➤ HR and OHS Policies on Disability related issues</li> <li>➤ Performance Planning &amp; Feedback System</li> </ul>	<p>GM Human Resources June 2001</p>	<p>Future EEO surveys, after June 2001, to show improved retention of staff with a disability at various levels of the RTA's classification structure</p>

# Disability Action Plan

## Priority Area for Action: 5 INFORMATION ABOUT RTA SERVICES

**Goal / Outcome:** RTA develops appropriate ways of providing information about its services so that the information is accessible to people with a wide range of disabilities'

Strategies	Accountability/Timeframe	Actions/Performance Indicator
5.1 Inform staff of Accessibility Options available within the RTA's Personal Computers (in Control Panel)	Chief Information Officer June 2000	Staff informed of the accessibility options
5.2 Promote available disability services to all staff including Aboriginal and ethnic staff and to the Aboriginal community	GM Human Resource GM Corporate Affairs; Aboriginal Liaison Officers March 2001	Future Community Attitude Surveys, commencing December 2001, commissioned by the RTA progressively show an overall improvements in the satisfaction level of people with RTA's core business service access and delivery
5.3 Evaluate the feasibility of extending the Registry Services Telephone Typewriter (TTY) number as the general TTY number for the RTA	Director Corporate Services June 2000	Recommendations of the feasibility study implemented

# Disability Action Plan

## Priority Area for Action: 5 INFORMATION ABOUT RTA SERVICES

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>5.4 Promote RTA's Telephone Typewriter (TTY) number/s availability by Including the TTY number on</p> <ul style="list-style-type: none"> <li>➤ RTA Advertisements (audio, visual, print, electronic including employment &amp; tender ads)</li> <li>➤ Licences, Rego stickers</li> <li>➤ E Mail</li> <li>➤ Future RTA publications</li> <li>➤ Stationery including letterheads, Business cards</li> <li>➤ RTA Home Page on the Internet</li> <li>➤ RTA's internal phone directory</li> </ul>	<p>Directors Progressive implementation of actions by Directors</p>	<p>Usage rate of the TTY facility</p>
<p>5.5 Include an icon on the RTA Home Page that allows for larger size font on the Home Page</p>	<p>Chief Information Officer April 2000</p>	<p>Large font icon available on the RTA home page</p>
<p>5.6 Include a Disability Services icon on RTA Home Page that links all RTA services of benefit to the people with a disability</p>	<p>Chief Information Officer June 2000</p>	<p>Disability services icon available on the RTA home page</p>

# Disability Action Plan

## Priority Area for Action: 5 INFORMATION ABOUT RTA SERVICES

Strategies	Accountability/Timeframe	Actions/Performance Indicator
5.7 Create a disability services site on the RTA Internet home page and link it to other disability sites on the Internet.	Chief Information Officer December 2000	Site established with information about the services available to customers with disabilities on the RTA home page with appropriate links.
5.8 Adopt Accessibility standards relevant to people with a disability on the RTA's Web page where appropriate	Chief Information Officer December 2000	Identified Web accessibility standards adopted in consultation with peak disability groups

# Disability Action Plan

Priority Area for Action:

**6 EMPLOYMENT IN THE RTA**

**Goal / Outcome:** RTA implements within a defined time frame the NSW Public Sector policy that requires the making of adjustments to all aspects of employment to accommodate the needs of people with disabilities.

**RTA staff with a disability are able to effectively compete with other staff for recruitment, selection, and promotion to further their careers within the RTA**

Strategies	Accountability/Timeframe	Actions/Performance Indicator
6.1 Review RTA employment advertisement template and header and amend if required. Incorporate changes, if any, into the Job & Specification template header	GM Human Resources June 2000	Appropriate changes made to the templates
6.2 Promote/take advantage of the Commonwealth financial incentives, work trials, traineeships and apprenticeships.	GM Human Resources June 2000	Increase in provision of access to these avenues.
6.3 Review and circulate the policy 'Employment of people with a Disability'.	GM Human Resources September 2000	The policy is reviewed to ensure equitable access to employment opportunities for people with disabilities.
6.4 Identify and advertise positions that can be teleworked, and market these in conjunction with the flexible work practices available to RTA staff.	GM Human Resources June 2001	Identified telework vacancies are advertised to attract staff with a disability or staff caring for a person with a disability.

# Disability Action Plan

Priority Area for Action:

**6 EMPLOYMENT IN THE RTA**

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>6.5 Employment practices use reasonable adjustment to increase distribution across levels over time.</p> <ul style="list-style-type: none"> <li>➤ Review and circulate the policy 'Reasonable Adjustment'.</li> <li>➤ Monitor and report on the implementation in all areas.</li> </ul>	<p>GM Human Resources, June 2001</p>	<p>Revised guidelines endorsed and circulated.</p> <p>Annual Business Plan reports include a comment on the implementation of the 'Reasonable Adjustment' policy within the workplace.</p>
<p>6.6 Develop career development plans through the Performance Planning &amp; Feedback System and set targets for staff, who voluntarily identify themselves as a person with a disability, to take advantage of opportunities to act in higher duties, job rotation etc.</p>	<p>Directors June 2001</p>	<p>Monitoring and reporting on career development and HDAs, job rotation etc to be included in annual Business Plan</p>

# Disability Action Plan

## Priority Area for Action: 7 COMPLAINTS PROCEDURES

Goal / outcome: 'The RTA has strategies for handling complaints by or for people with disabilities'

Strategies	Accountability/Timeframe	Actions/Performance Indicator
7.1 Review complaint handling procedures and amend if required	GM Control Management Services September 2000	Review completed and complaint handling procedures amended where appropriate
7.2 Review Customer Feedback	Directors Ongoing	Respond to customer feedback
7.3 Review Grievance Resolution and Code of Conduct policies and amend if required	GM Human Resources GM Control Management Services December 2000	Grievance Resolution and Code of Conduct policies amended where appropriate

# Disability Action Plan

## Priority Areas for Action: 8 ADDITIONAL AREAS FOR ACTION

**Goal / Outcome:** Improved accessibility for people with disabilities to the road environment and RTA premises and facilities.

Strategies	Accountability/Timeframe	Actions/Performance Indicator
<p>8.1 Initiate the development of road facilities and infrastructure for people with disabilities, that link with transport services by co-ordinating works programs with other stakeholders eg, local government areas, Police, Department of Transport, Department of Urban Affairs &amp; Planning, City Rail etc to achieve an integrated network of facilities (which comply with test technical standards). Priority areas include: key commercial centres, recreation and transport services associated with the Olympics.</p>	<p>Director T &amp; T Director RS &amp; RUM Director RNI September 2000</p>	<p>An integrated program of activities developed and implemented annually, through external consultation with peak disabled, government and local government bodies.</p> <p>Pedestrian Access and Mobility Plans developed and implemented</p>
<p>8.2 Convene a Disability Advisory Committee, which will conduct periodic targeted consultations with other stakeholders.</p>	<p>Director T &amp; T Director RS &amp; RUM Director RNI June 2000</p>	<p>Members nominated and committee established to meet quarterly, with a focus on disabled customers' access to RTA services, facilities and premises.</p>
<p>8.3. Road and traffic engineering guidelines are to integrate facilities for people with disabilities, as an opportunity to demonstrate good practice and involve significant stakeholders eg local government.</p>	<p>Director T &amp; T Director RS &amp; RUM Director RNI Ongoing</p>	<p>Adopt the guidelines by June 2000, and implement the guidelines on all new works and significant redevelopments by June 2001.</p>

# Disability Action Plan

## Priority Areas for Action: 8 ADDITIONAL AREAS FOR ACTION

Strategies	Accountability/Timeframe	Actions/Performance Indicator
8.4 Review current RTA strategies and research studies relevant to people with a disability eg the Traffic Management' strategy and the 'Pedestrian Mobility Policy', to ensure provisions for people with disabilities are integrated.	Director T & T Director RS & RUM  September 2000	Traffic Management Strategy reviewed and integrated with road user safety programs and Pedestrian Mobility Policy.
8.5 Develop/Promote and maintain a database of accessible premises, services, on/off road infrastructure.	Director RS & RUM June 2001	Database updated periodically and promoted through Motor Registries and other front-end offices.
8.6 Maintain on DRIVES a confidential register of authorised users of the RTA's 'Mobility Parking Scheme'.	Director RS & RUM Director Corporate Services Ongoing	DRIVES system to have a database on holders of Mobility Parking Scheme authority

# Disability Action Plan

## Priority Areas for Action: 8 ADDITIONAL AREAS FOR ACTION

Strategies	Accountability/Timeframe	Actions/Performance Indicator
8.7 Review relevant licensing and registration policies and practices identified in conjunction with the Disability Advisory Committee to ensure they address the emerging needs of people with a disability.	Director RS & RUM December 2000	Future Community Attitude Surveys, commencing December 2001, commissioned by the RTA progressively show improvements in the satisfaction level of people with a disability with RTA's core business service access and delivery
8.8 Conduct a cost-effective accessible parking program by reviewing the Mobility Parking Scheme	Director RS & RUM June 2000 (review)	Recommendations for changes to Mobility Parking Scheme outlined and implemented.
8.9 Review, improve and develop new standards for a variety of restraints systems and maintain these in an accessible database	Director RS & RUM Director T & T December 2000	Standards are reviewed and adopted by appropriate organisations.
8.10 Include people with disabilities as a demographic category in the next Community Attitudes Survey	Director Finance December 2001	Community Attitudes Survey captures information on people with disabilities

# Disability Action Plan

## Priority Areas for Action: 8 ADDITIONAL AREAS FOR ACTION

Strategies	Accountability/Timeframe	Actions/Performance Indicator
8.11 Identify staff with AUSLAN interpreting skills and encourage them to participate in the Community Language Allowance Scheme	GM Human Resources June 2001	Number of RTA staff in receipt of Community Language Allowance with AUSLAN skills.
8.12 Develop an abridged version of the Disability Action plan and provide this version in large print and in other appropriate alternate formats, based on a business case, in accordance with the Communications Handbook published by Ageing & Disability Department in 1998	GM Human Resources December 2000	Abridged version of the Disability Action plan is available in large print and in other appropriate alternate formats

# Overview of the Core Business and Functions Of The RTA

## The Business Dimensions

The NSW community relies on a good quality road system to transport them by bus, taxi, cycle, private car and foot to work and recreation. The road network is also the backbone of economic activity in the State with about 75% of all freight, in terms of tonnage, travelling by road. The RTA works to:

- Promote road safety and traffic efficiency throughout NSW
- Licence, educate, assess and monitor some 4.3 million drivers
- Register and assess roadworthiness of 4.1 million vehicles
- Provide customer services through 128 Motor Registries throughout NSW

The State Roads are valued at \$21 billion, or \$41 billion including the value of land. On behalf of the NSW Government the RTA:

- Develops and maintains 20,370 km of National Highways and State Roads which carry 70% of all NSW traffic
- Maintains 4,100 bridges
- Provides Bus Lanes along 43 km of road and another 79 km of dedicated Transit Lanes.
- Provides Cycleways along 1274 km of road, and a further 622 km of dedicated off road cycleways.
- Provides Local Councils with funding to help maintain regional and local roads

## Disability Related Core Function Responsibilities

The RTA management structure recognises the three core functions of the RTA, Road Network Infrastructure, Road Safety and Road User Management and the Traffic and Transport as the 'funders' who set the strategy, policy and program resource allocation. The following disability specific issues and initiatives are provided as general information, and define the core business function responsible for the action.

### Road Safety and Road User Management is responsible for the following disability related functions:

- Registration and licence concession for people who receive certain disability pensions from Centrelink or the Department of Veterans' Affairs.
- Registration concession to organisations providing community transport.
- Improve community awareness of the Mobility Parking Scheme.
- Registration concessions for Nippi Special Mobility Vehicles.
- Vehicle Standards for Vehicles Modified for People with Disabilities.
- Develop self-regulation of industry in vehicle conversions for drivers and occupants with disabilities.

# Overview of the Core Business and Functions Of The RTA

- Following a 1992-93 survey of buildings including Motor Registries to assess compliance with the Australian Standard (1428.1) on access for people with a disability, the RTA continues to review and upgrade building access on an ongoing basis.
- Provide a program to train staff involved in the driver testing of people with a disability.
- Registry Services training for both existing and new staff in motor registries, contain a module on 'Disability Awareness'.
- Participate in a major revision of the Australian Standard for wheelchair restraints in vehicles.
- Provide expert advice on restraints for children with special needs to relevant individuals, organisations, schools etc.
- Participate on the Australian Standards Working Group which is currently reviewing guidelines on restraining children with special needs.
- The Directorate contracts the coding of accident data and geo-coding of Northern Region data to the Australian Quadriplegic Association.
- Provide parking authorities to disabled people free of charge.
- Develop a video package relating to the training of drivers with disabilities for use by TAFE in commercial driving instructors' courses.
- Provide sponsorship and address conferences and forums focusing on safe transport and people with a disability.

## **Traffic and Transport is responsible for the following disability related functions**

- Provide audio-tactile push buttons and tactile ground surface indicator tiles at traffic signals.
- Provide signals with a reduced 'warrant' for people with a disability.
- Provide remote controls to people with physical disabilities which remove the need to activate pedestrian traffic signals by using the push button. The remote controls activate selected sites.
- Provide kerb ramps at intersections and allocate funding to local councils to upgrade kerb ramps.
- Consider the needs of older people in the design and implementation of Road Safety and Traffic and Transport programs.
- Provide advice to local councils with regard to designated disabled parking spaces on the road network and in all new building development applications.
- Provide kerbside parking for drivers with a disability.
- Provide for people with a disability to be included in all relevant RTA technical manuals including Traffic Engineering Manual and Traffic Signal Practice.
- Develop guidelines for customers with a disability within the road environment.

# Overview of the Core Business and Functions Of The RTA

- Improve accessibility for people with a disability within the road environment.
- Investigate “Puffin” crossings at traffic signals, which are aimed to assist wheelchair bound/blind people at traffic signals. It consists of infra red detectors which activate signals.
- Develop a pedestrian policy to improve access and safety for all pedestrians within the road system.

## **Road Network Infrastructure is responsible for the following disability related functions**

- Road Network Infrastructure is responsible for the development and maintenance of the State Road network in New South Wales. In undertaking this task reference is made to STANDARDS AUSTRALIA, Austroads GUIDE TO TRAFFIC ENGINEERING PRACTICE and the Authority’s ROAD DESIGN GUIDE. These standards, in general, provide for design and engineering solutions, which seek to minimise stresses upon road users including people with a disability. As illustrations, provision is made for minimum lane widths, shoulder width, curve radii and sight distance for drivers. For pedestrians, minimum specifications in the design of pedestrian facilities within new works are detailed.

# Data Profile

## Service Users Profile

In 1993, the Australian Bureau of Statistics (ABS) conducted a survey titled 'Disability, Ageing and Carers', which showed that 16.9% of the NSW population or 1,015,600 people (518,300 males and 497,300 females) have a disability. Nearly 89% or 76,600 NSW children with a disability attend school.

For people living in the community this means that disabilities impact on the lives of 2% of preschool age children; 7% of school age children ie 5-14, 7.4% of people aged between 15-24; 54.8% of people at a working age ie 15-64 years; and 36% of people aged over 64 years.

The data also reflected the most significant disadvantage for people with a disability - labour force participation. Labour force participation rate for people with a disability aged between 15 and 64 years in NSW was 52.8% compared with 73.2% for the general population. It also highlighted how people with disabilities may experience additional disadvantages. For example, the national labour force participation rate for females with a disability (15-64 years) was 46.1%, compared with 62.6% for males with disabilities.

## Staff Profile

As at January 2000 the RTA employed 6357 equivalent full time staff.

The EEO survey conducted in 1998 had a response rate of 70% and provided a reliable estimate of the extent of diversity within the RTA. This survey indicates the following diversity profile:

The RTA has already exceeded the benchmarks on employment of people with a disability set by the *NSW Government Disability Policy Framework (DPF)*. People with a disability comprise 14% of the RTA's workforce compared to the DPF benchmark of 11%. People with a disability requiring adjustment at work comprise 4.8% of the RTA's workforce compared to the DPF benchmark of 4%.

Representation of people with a disability at a salary level of over \$56,080 increased from 5% to 9%. At SES level it improved from 2% to 11% between 1997 and 1998.

Representation of people with a disability requiring adjustment at work at a salary level of over \$56,080 increased from 1.3% to 1.5% between 1997 and 1998. At SES level it improved from 0% to 2.7% over the same period.

Representation of women at a salary level of over \$56,080 increased from 7% to 10%. At SES level it improved from 12% to 13% between 1997 and 1998.

Representation of people from racial, ethnic, ethno-religious minority groups at a salary level of over \$56,080 increased from 16% to 27%. At SES level it improved from 10% to 11% between 1997 and 1998.

## Methodology Adopted by the RTA:

The RTA adopted the following methodology in developing its Disability Strategic Plan (DAP). The DAP is viewed as a living document which will undergo ongoing enhancements to ensure the relevance and responsiveness of its strategies to the needs of the disabled people of NSW and its own disabled staff and customers.

1. Examine and adopt, where appropriate, relevant elements of current State and Commonwealth legislation including the Anti Discrimination Act, Disability Discrimination Act, Disability Services Act, Disability Policy Framework as well as the Australian Standards and Building Codes.

2. Review statistical data.

Information from the Government Statistician has been included.

The Human Resource Management Information System has a collection of data relating to staff with a disability. This information is confidential, and is provided voluntarily by staff.

3. Review current policies and procedures within the RTA,

Relevant information was gathered from the following documents:

\*HR Policies

\*OH & S Policies

\* Major Incident Guidelines

\* EEO Framework

\*Ethnic Affairs Priority Statement & Plan

\*Aboriginal Employment Equity Plan

\*Women's Strategy

\*Disability Strategic Plan 1995 – 2000

Contact was made with each Directorate to establish if any local practices existed which relate specifically to disabilities.

4. Review interstate policies and practices of similar organisations

Relevant documents available on the Home Page of similar organisations to the RTA were researched.

5. Consider background and nature of the disabilities.

Relevant publications and the World Wide Web were researched to gather an understanding of the issues at State, National and International level. Disability issues identified through research on Olympic test events commissioned by Olympic Roads & Transport Authority were also taken into consideration whilst preparing the plan.

6. Conduct an internal consultation.

Consultations were held with RTA managers and officers responsible for disability related actions for RTA customers and staff, all Directors and their nominees, Corporate Strategy Branch, Property Branch and Aboriginal Liaison Officers.

## **Methodology Adopted by the RTA:**

### 7. Conduct external consultation.

The RTA relied on research and consultations into disability related issues commissioned by its core directorates. The RTA also examined findings from the extensive Community Attitudes Surveys, conducted by the RTA periodically, which are also of relevance to people with disabilities. Consultation was also undertaken with relevant community service agencies through the consultations organised by the Ageing & Disability Department. Contact was made with the Gender Centre regarding any issues, which may be of specific relevance to the transgender community. Contact with other government departments also provided information in respect to physical and psychological factors associated with the disability groups. The RTA also examined the findings of various research commissioned by the Olympic Roads & Transport Authority into the transport needs of the national and international visitors to the Olympic Games 2000 and incorporated relevant elements into the development of its Disability Strategic Plan.

### 8. Estimate resourcing requirements eg. Resources, training, etc.

Ongoing actions already have budget allocations. The normal budgeting process will establish resourcing of future actions.

# List of Disability - related Strategies, Policies and Initiatives

Examples of the plans, strategies and policies already in place that may impact on disability issues include:

- The RTA Strategic Plan – The Journey Ahead
- NSW Traffic Management Strategy
- The Road Safety 2010 Strategy
- Department of Transport's Integrated Transport Strategy
- Action for Transport 2010
- Bike Plan 2010
- NSW Pedestrian Strategy 2010 (due early 2001)
- Ongoing Strategic Analysis of RTA's Operating Environment,
- RTA Commitment to Service
- Strategy for Research and Development
- Driver and Vehicle Strategic Plan
- HR Strategic Plan
- EEO Framework
- Employment of People with a Disability Policy
- Community Involvement Guidelines

# Definitions

**Section 5 of the NSW Disability Services Act 1993, defines “target group” ie a person with a disability as:**

- “5 Target group
- (1) For the purposes of this Act, a person is in the target group if the person has a disability (however arising and whether or not of a chronic episodic nature):
    - (a) that is attributable to an intellectual, psychiatric, sensory, physical or like impairment or to a combination of such impairments, and
    - (b) that is permanent or is likely to be permanent, and
    - (c) that results in:
      - (i) a significantly reduced capacity in one or more major life activities, such as communication, learning, mobility, decision-making or self-care, and
      - (ii) the need for support, whether or not of an ongoing nature.
  - (2) For the purposes of this Act, the following persons (within the meaning of the Mental Health Act 1990) are in the target group, but only if the services provided for them are not inconsistent with the objects and relevant requirements of that Act:
    - (a) a temporary patient, continued treatment patient or forensic patient, or
    - (b) a person subject to a community treatment order, or
    - (c) a person under detention in a hospital.
  - (3) For the purposes of this Act, a service is taken to be provided for persons in the target group if and only if it is provided predominantly for persons in the target group.”

**Section 4 of the Commonwealth Disability Discrimination Act 1992 defines “disability in relation to a person” as:**

- “disability', in relation to a person, means:
- 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;”

# Definitions

## **The International Classification of Impairments, Disabilities, and Handicaps**

In 1980, the World Health Organisation (WHO) issued the International Classification of Impairments, Disabilities, and Handicaps (ICIDH) in accordance with Resolution (WHA29.35) of the World Health Assembly. This has appeared in 15 languages and further versions are in preparation. ICIDH terminology refers to three concepts: impairments, disabilities, and handicaps defined as follows:

**Impairment:** "any loss or abnormality of a psychological, or anatomical structure or function". Impairments are disturbances at the level of the organ.

**Disability:** "any restriction or inability (resulting from an impairment) to perform an activity in the manner or within the range considered normal for a human being". This describes a functional limitation or activity restriction caused by an impairment. Disabilities are descriptions of disturbances in function at the level of the person.

**Handicap:** "any disadvantage for a given individual, resulting from an impairment or a disability, that limits or prevents the fulfilment of a role that is normal ... for that individual". The classification of handicap is a classification of circumstances that place individuals "at a disadvantage relative to their peers when viewed from the norms of society". The classification of handicap deals with the relationship that evolves between society, culture and people who have impairments or disabilities, as reflected in people's life roles.

### **Source:**

WHO Division of Mental Health and Prevention of Substance Abuse, and WHO Collaborating Centres.

## **Disability Action Plan Glossary Of Abbreviations/Terms**

BCA	Building Code of Australia
EEO	Equal Employment Opportunity
GM	General Manager
HR	Human Resources
NSW	New South Wales
ODEOPE	Office of the Director of Equal Opportunity in Public Employment
O H & S	Occupational Health & Safety
PAMPs	Pedestrian Access and Mobility Plans
RNI	Road Network Infrastructure
RS & RUM	Road Safety & Road User Management
RTA	Roads & Traffic Authority of NSW
T & T	Traffic & Transport
TTY	Telephone Typewriter