

Sydney Olympic Park Authority Disability Action Plan 2009-2013

*Prepared by the Sydney Olympic Park
Authority's Operations and Sustainability Unit
under the guidance of the Sydney Olympic
Park Authority's Access Advisory Committee*



From the Chief Executive Officer

Sydney Olympic Park Authority is committed to the development and promotion of Sydney Olympic Park as Sydney's premier destination for entertainment, leisure, business, tourism, sport and lifestyle activities. The Authority works to facilitate commercial and residential opportunities for the benefit of users of the Park and the wider community. Comfortable, dignified and safe visitation is the focused priority for all visitors to the Park.

With now in excess of one million people in New South Wales having a long-term disability that restricts their everyday activities, the Authority seeks to ensure that all people are able to participate in activities at Sydney Olympic Park with dignity and equity.

The Sydney Olympic Park Authority Disability Action Plan has been prepared in accordance with the legal requirements set out in Section 9 of the *Disability Services Act 1993* and recognises the need for an organisation-wide approach to effectively work towards maintaining and enhancing the existing accessible environment for visitors, residents and workers at Sydney Olympic Park.

The adoption and implementation of the Disability Action Plan demonstrates the Authority's commitment to implementing the NSW Department of Ageing, Disability and Home Care's *Disability Policy Framework* and guidelines within Sydney Olympic Park.

The Authority strongly supports the commitment of the New South Wales Government to meet the needs of people with a disability through design and services.

A handwritten signature in blue ink that reads "Alan Marsh". The signature is written in a cursive, flowing style.

Alan Marsh
Chief Executive Officer

Date 2nd December 2008

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Scope and Use of the DAP

The Sydney Olympic Park Authority Disability Action Plan (DAP) has been developed to be consistent with the New South Wales (NSW) Government's *Guidelines for Disability Action Planning by NSW Government Agencies* (the Guidelines). The Guidelines translate into action the Government's commitment to improving the opportunities for people with disabilities to share fully in community life. Central to this is the opportunity to access Government services, facilities and employment positions on an equitable basis through the delivery of better services that promote fairness and opportunity for all citizens. NSW Government agencies are required by law under the Guidelines to prepare and submit to the NSW Department of Ageing, Disability and Home Care a disability action plan and to report against this plan in their annual reports.

The DAP provides an opportunity for Sydney Olympic Park Authority (the Authority) to measure and record its achievements and to demonstrate its ongoing commitment to equity and access in all aspects of service provision.

The Authority identifies itself as a provider within all three tiers of service delivery under the *Better Together* NSW key priority principles for the DAP. This includes planning for the universal mainstream services within Sydney Olympic Park (the Park), planning that will assist and influence other agencies within the Park, as well as planning for specialist and adapted services at events and activities held within the Park.

As required by the Guidelines, the first section of the DAP provides the context in which planning has been undertaken. The DAP also requires the identification of tangible and measurable actions in a range of nominated priority areas considered to have the greatest potential to improve access in all areas of the provision of public services.

The issues that will be addressed will include:

- identifying and removing barriers to services for people with a disability
- providing information in a range of formats that are accessible to people with a disability
- making Government buildings and facilities accessible to people with a disability
- assisting people with a disability to participate in public consultations and to apply to be on advisory boards and committees
- increasing employment participation of people with a disability within the Authority

- using Government decision-making and operations to influence other Agencies within the Park to improve quality of life and visitation experience for people with Disability inside the park
- providing quality specialist and adaptive services to accommodate people with a disability where unique circumstances exist within the park.

The DAP is focused on people identified as 'people with a disability that are attributed to an intellectual, psychiatric, sensory, physical or like impairment or to a combination of such impairments' as defined by the NSW *Disability Services Act 1993* (DSA).

This description is not exhaustive and may include other members of the public as defined in the future.

The DAP sets the agenda for mainstreaming disability issues in the planning, development and marketing of Sydney Olympic Park. The tasks identified in 'Priority Areas for Action' set clear and achievable priorities for the period 2009-2013. Successful implementation of these areas for action will integrate access into the Authority's strategic, budget and operational planning processes.

Overview of Sydney Olympic Park Authority

Sydney Olympic Park Authority (The Authority) was established as a statutory authority in July 2001 under the *Sydney Olympic Park Authority Act 2001*. The Authority is responsible for the management of the public assets of Sydney Olympic Park, its 640 hectares of open space, venues, parklands and development areas and maintenance of these assets as a lasting legacy for the people of NSW. The legislation focuses on ensuring the best use and management of this large, unique area and a world-renowned destination in the geographical heart of Sydney. At the time of publication, the Authority comes under the control of the Minister for Planning.

Over 8.5 million people visited Sydney Olympic Park in 2007 to play sport, picnic in the parklands, ride a bicycle, attend festivals, conferences or exhibitions, take part in one of many educational programs offered, attend a concert or watch a sporting event.

The Authority is committed to maintaining Sydney Olympic Park and providing a diverse and a unique range of activities for Sydneysiders and visitors of all backgrounds and abilities.

The Authority's functions are to:

- promote, coordinate and manage the orderly and economic development and use of Sydney Olympic Park, including the provision and management of infrastructure
- promote, coordinate, organise, manage, undertake, secure, provide and conduct cultural, sporting, educational, commercial, tourist, recreational, entertainment and transport activities and facilities
- protect and enhance the natural and cultural heritage of Sydney Olympic Park, particularly the parklands
- provide, operate and maintain public transport facilities within Sydney Olympic Park, and
- liaise with and maintain arrangements with Olympic organisations, such as the International Olympic Committee and the Australian Olympic Committee.

Our Vision

Persons with disabilities have the same rights as other members of society. They also have the right to expect that their specific needs will be met. The NSW Government is committed to ensuring that, as far as possible, the needs of people with a disability are met through services that are available to the entire population.

It is for these reasons that our vision is for the Park to become an internationally recognised example of intelligent place-making; a dynamic and diverse township for living, working, learning and recreation; and a place for all people set within a world-class built and natural environment.

Charter and Mission

The Authority's charter is to manage and promote the 640 hectare Sydney Olympic Park site, including the protection of the 425 hectare parklands. Its mission is to manage the evolution of Sydney Olympic Park, the site of the Sydney 2000 Olympic and Paralympic Games, into a unique, integrated and vibrant township to international standards incorporating one of the largest, most diverse urban parklands in Australia. In achieving this, the Authority is committed to the highest standards in serving the public of NSW.

Located in Western Sydney, just 14 kilometres from the Sydney central business district, the extraordinary natural environment and state-of-the-art sport and event facilities have made Sydney Olympic Park an integral part of Sydney and an important attraction for Australian and international visitors.

Many businesses have moved to the Park over 2006-08 with many more businesses planning to relocate to the Park over the coming few years. The Authority is therefore committed to establishing equitable facilities and provisions for all persons wanting to work within Sydney Olympic Park.

Data Profile

Workforce Profile

The Authority employs some 113 employees comprising executive and full time, part time, contract and casual staff. Authority staff are critical to the success of the organisation.

Staff appointments are on the basis of merit to ensure the best people are recruited and promoted. A strong emphasis is placed on staff involvement in the operation of the Authority through participation, teamwork and effective communication.

The Authority works to ensure employees enjoy equality of opportunity and a work environment free from harassment and discrimination.

External Profile

Visitors to Sydney Olympic Park include residents of Sydney, local and international visitors and a growing number of workers and customers of the various commercial premises within the Park.

Sydney Olympic Park currently houses eight major sporting, event and entertainment venues, major parklands and open spaces along with more than 100 commercial businesses that will employ approximately 8,000 workers by February 2009. These numbers will increase substantially as further commercial and residential development is carried out within the Park.

Community Consultation – Disability Access

In relation to disability access, community consultation is achieved through the Authority's Access Advisory Committee, which reports to the Chief Executive Officer and to the Board. Membership of the Access Advisory Committee currently comprises:

- Association of Consultants in Access, Australia.
- Council on the Ageing (NSW) Inc
- Independent Access Consultant / Occupational Therapist
- National Disability Services Limited (NSW) Division
- Sydney Olympic Park Authority, and
- Vision Australia Limited

The role of the Access Advisory Committee is to provide the Authority with advice and appropriate recommendations for proposed developments, strategies and actions on a broad range of matters relating to the assessment and management of access to and within Sydney Olympic Park for persons with a disability.

External parties wishing to gain access to the minutes of the Access Advisory Committee meetings may do so and provide comment for the Committee to review and comment on.

The responsibilities of the Access Advisory Committee are to:

- advise the Authority through the Chief Executive Officer, on the functional access arrangements including those for people with disabilities
- assist the Authority in monitoring and reviewing the implementation of the relevant Australian Standards, the Sydney Olympic Park *Access Guidelines* and other mechanisms adopted by the Authority to facilitate access
- provide advice to the Authority for the purpose of guiding other Government agencies responsible for managing arrangements to enable access by persons with disabilities, and
- recommend areas requiring further investigation and study including advice on the commissioning of reports and on issues relating to access by persons with disabilities to and within Sydney Olympic Park.

The Authority, with the assistance to the Access Advisory Committee, has produced this Disability Action Plan (DAP) to provide clear performance indicators for the period 2009-2013.

This DAP recognises the importance of adequate and effective community consultation and communications strategies for stakeholders, service users, management and staff, and is:

- supported by the Authority's Executive
- incorporated into the Authority's strategic, budget and operational planning processes
- dynamic and able to evolve in response to processes which are inclusive, accountable and transparent, and
- based on the broadest possible interpretation of disability and to acknowledge, respect and take into account the diversity of people with disabilities.

Methodology

The Building Services Unit within the Operations and Sustainability Division of the Authority coordinates the preparation, promotion, dissemination, evaluation, implementation, monitoring and measurement of the DAP.

The following have been completed in order to produce the DAP:

- review of the Authority's programs and initiatives
- liaison with relevant senior executives, senior management and operational line managers
- endorsement by senior executives
- review and endorsement by the Access Advisory Committee including any comments provided by the public, and
- review and endorsement by the Chief Executive Officer.

Promotion and Dissemination

The DAP will be promoted and disseminated as follows:

- distribution to the NSW Department of Ageing, Disability and Home Care and the Australian Human Rights Commission
- making copies available to all stakeholders, with alternative formats available on request and in a timely manner (minimum font size 12 with a high contrast with background, in audio format, plain English, Braille and large print on the Authority's website)
- summary and copies to be circulated to senior management within the Authority and available for general distribution to all staff, with the full document being available through the Authority's website, and
- report on implementation to be included within the Authority's annual report.

Senior management are required to ensure that all policies and practices comply with applicable anti-discrimination and occupational health and safety legislation and to promote the establishment of equal employment opportunity and adherence to the Charter of Principles for a culturally diverse society in accordance with Government policy.

The Senior Manager of Building Services will take responsibility for the evaluation, review and monitoring of the DAP.

Priority Outcome Areas for Action

In line with the NSW Department of Ageing, Disability and Home Care's *Disability Policy Framework*, this DAP addresses each of the seven priority outcome areas for action for services across the three tiers (universal, adapted and specialist services), in accordance with the NSW Government's key policy *Better Together, 2007-2011* to:

- identify and remove barriers to services for people with a disability
- provide information in a range of formats that are accessible to people with a disability
- make Government buildings and facilities accessible to people with a disability
- assist people with a disability to participate in public consultations and to apply to be in advisory boards and committees
- increase employment participation of people with a disability within the Authority
- use Government decision-making and operations to influence other Agencies within the Park to improve quality of life and visitation experience for people with disability inside the park, and
- provide quality specialist and adaptive services to areas within the park where unique circumstances exist to accommodate people with a disability.

In addition to the NSW Department of Ageing, Disability and Home Care's Guidelines, the Authority's DAP addresses an additional priority outcome:

- complaints procedures.

The 'Priority Areas for Action' identifies key performance indicators and timeframes that relate to strategies for overcoming those barriers identified. The success of this DAP will be determined by measuring achievement against these performance indicators and commitments made within the body of this document. Details on these actions are presented in the priority outcome sheets that comprise the balance of this DAP.

Review Mechanisms

Ongoing consultation with the Access Advisory Committee, as well as the appropriate use of access advisers, will enable amendments and adjustments to the DAP in response to a review. The consultation model adopted will:

- provide feedback on the DAP
- enable participation in monitoring and reviewing the DAP

- become the vehicle for consultation with management, staff with disabilities, service users, consumer organisations and the disability sector, and
- ensure that the Authority reviews the actions identified in the DAP annually.

Reporting Requirements

The Disability Framework Policy sets parameters within which NSW Government agencies measure and report on their progress in creating access for people with disabilities. As part of its requirements under Section 9 of the *Disability Services Act (1993)* and Schedule 1 of the *Annual Reports (Statutory Bodies) Regulation (2005)*, the Authority will report on progress made against the DAP in its annual report. A copy of the report will also be provided to the NSW Department of Ageing, Disability and Home Care and the Human Rights and Equal Opportunity Commission at the appropriate times.

Priority Outcome Areas For Action

1. IDENTIFYING AND REMOVING BARRIERS TO SERVICES FOR PEOPLE WITH A DISABILITY

<p>Goal/outcome: <i>Maximised opportunity for people with disabilities to experience Sydney Olympic Park (through removing or minimising barriers).</i></p>
<p>Identified barriers:</p> <ul style="list-style-type: none"> • Construction activity may disrupt accessible travel paths and prevent access through the public domain. • Size of site itself attracts a diverse array of users from all communities who have differing access requirements.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. To provide guidance to architects, designers, venue and event operators, developers and others involved in the design, fit-out, planning and operation of venues and developments within Sydney Olympic Park to ensure an accessible environment.	<ul style="list-style-type: none"> • Senior Manager Building Services 	Design compliance with Australian Standards, the Authority's Access Guidelines and Access Advisory Committee.	Six monthly reviews
2. Staff involved in the assessment of Development and Construction Certificate approvals to address the needs of people with disabilities.	<ul style="list-style-type: none"> • Executive Manager Planning • Senior Manager Building Services 	Approvals meet the requirements of Australian Standards and SOPA's Access Guidelines.	Six monthly reviews
3. Urban Design staff to ensure the requirements of people with disabilities are included in all relevant designs.	<ul style="list-style-type: none"> • Executive Manager Urban Design 	Designs meet the requirements of Australian Standards and the Authority's Access Guidelines.	Six monthly reviews

Priority Outcome Areas For Action

Tasks	Positions / division responsible	Key performance indicators	Timeframe
4. The Authority's existing Access Guidelines reflect contemporary legislation and access principles.	<ul style="list-style-type: none"> • Senior Manager Building Services 	Updated Access Guidelines in 2008.	New Access Guidelines produced in 2008
5. To ensure all prospective visitors, tenants and employees with a disability have access to information in appropriate formats about facilities, services and physical restrictions prior to and during their relationship with the Sydney Olympic Park environment.	<ul style="list-style-type: none"> • General Manager, Commercial and Corporate • General Manager Sydney Olympic Park Aquatic and Athletic Centres • Executive Manager, Marketing • Customer Services Manager 	Employees, visitors and tenants with disabilities are aware of access issues pertinent to Sydney Olympic Park, evidenced by positive feedback being provided in the Authority's marketing surveys and employee satisfaction surveys	Twelve monthly reviews
6. To ensure the Authority is advised on a broad range of matters including recommendations for appropriate strategies and actions, relating to the assessment and management of access by persons with a disability at Sydney Olympic Park.	<ul style="list-style-type: none"> • Senior Manager Building Services. • Access Advisory Committee 	Satisfactory updates at regular Access Advisory Committee meetings	At each Access Advisory Committee meeting
7. To provide information on how to meet the needs of event, facility and venue managers including advice on planning, marketing and evaluating events so that they are accessible and thereby capture the widest possible audience.	<ul style="list-style-type: none"> • Executive Manager Precinct Operations • General Manager Sydney Olympic Park Aquatic and Athletic Centres • Senior Manager Building Services 	Events are well attended by a diverse group and any complaints are followed up with remedial action taken where necessary	Six monthly reviews

Priority Outcome Areas For Action

Tasks	Positions / division responsible	Key performance indicators	Timeframe
<p>8. To ensure that the continuous thoroughfare network and facilities in Sydney Olympic Park precincts are safe, accessible and meet the Authority's obligations under the <i>Disability Discrimination Act (1992)</i> and are appropriately reflected in new lease agreements.</p>	<ul style="list-style-type: none"> • General Manager Operations and Sustainability • Senior Manager Building Services • Executive Manager Urban Design 	<p>All new public accessways and shade structures meet the Authority's criteria.</p> <p>Existing Tactile Ground Surface Indicators (TGSIs) to be audited and all identified defects to be repaired in rolling program.</p>	<p>Six monthly reviews</p> <p>Ongoing</p>
<p>9. To provide access for people with disabilities to all appropriate areas of new Authority buildings, resources, facilities and services.</p>	<ul style="list-style-type: none"> • Senior Manager Building Services 	<p>Compliance with the Building Code of Australia, Australian Standards and the Authority's Access Guidelines.</p> <p>Appointment of accredited access consultants where necessary.</p>	<p>Compliance prior to occupation of new building works</p>
<p>10. To ensure people with disabilities feel that disclosing their disability to the Authority staff will not prejudice their privacy or inhibit their experience as a visitor, tenant or employee.</p>	<ul style="list-style-type: none"> • General Manager Commercial and Corporate 	<p>Nil justified complaints received</p>	<p>Ongoing</p>

Priority Outcome Areas For Action

Tasks	Positions / division responsible	Key performance indicators	Timeframe
<p>11. To provide adequate numbers of accessible and affordable parking spaces within Sydney Olympic Park.</p>	<ul style="list-style-type: none"> • Executive Manager Planning • Senior Manager Building Services 	<p>Design and installation of car parking spaces to comply with the Authority's Access Guidelines</p>	<p>Compliance prior to occupation of buildings</p>
<p>12. To ensure the Authority's emergency and evacuation procedures cater for people with disabilities.</p>	<ul style="list-style-type: none"> • General Manager Commercial and Corporate • General Manager Sydney Olympic Park Aquatic and Athletic Centres • Senior Manager Building Services 	<p>All staff are aware of evacuation procedures. Emergency evacuation training undertaken to familiarise all staff with emergency procedures.</p>	<p>At all induction courses and fire drills</p>

Priority Outcome Areas For Action

2. PROVIDING INFORMATION IN A RANGE OF FORMATS THAT ARE ACCESSIBLE TO PEOPLE WITH A DISABILITY

Goal/outcome: *Information is accessible to clients with disabilities by using a range of media and formats.*

Identified barriers:

- Printed information resources and materials produced by the Authority are not available in alternative formats.
- Currency of the Authority's access map needs to be maintained.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. To ensure that information about Sydney Olympic Park is provided in a variety of appropriate media and formats as may be required to cater for the specific needs of persons with disabilities.	<ul style="list-style-type: none"> • Executive Manager Media and Corporate Communications • Senior Manager Building Services 	Information is conveyed in a variety of formats, both in electronic form and hard copy	Six monthly reviews
2. Identify key information resources for publishing in alternative formats, especially for people with sight impairment.	<ul style="list-style-type: none"> • Executive Manager Media and Corporate Communications 	The Authority's website to conform to W3C (World-Wide Web Consortium) Accessibility Guidelines	Ongoing
3. To provide tactual type maps of the site (overall and specific), to be made available at the Authority's Visitors Centre and 7 Figtree Drive administration office.	<ul style="list-style-type: none"> • Executive Manager Media and Corporate Communications • Senior Manager Building Services 	Suitable maps are provided at nominated locations	Twelve monthly reviews

Priority Outcome Areas For Action

3. **MAKING GOVERNMENT BUILDINGS AND FACILITIES ACCESSIBLE TO PEOPLE WITH A DISABILITY**

Goal/outcome: *To provide easy and dignified entry and movement for all persons within the community in and around all Government buildings within the Park.*

Identified barriers:

- Limited funding for conversions of existing buildings to cater for people with a disability.
- Limited staff knowledge of the requirements of persons with a disability using Government buildings.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. Develop and conduct disability awareness training for Authority staff to improve awareness of disability needs and participation requirements.	<ul style="list-style-type: none"> • Senior Manager Building Services • Customer Services Manager 	Staff made aware through training and induction process of their responsibilities under <i>Disability Discrimination Act 1992</i> and where applicable, receive specialised training to effectively deal with access related issues.	Ongoing
2. To ensure all Authority staff recruitment, induction and orientation programs, performance appraisal, promotion, redundancy and redeployment procedures are fully inclusive of people with disabilities.	<ul style="list-style-type: none"> • All Executive Managers 	Nil justifiable complaints received	Ongoing

Priority Outcome Areas For Action

Tasks	Positions / division responsible	Key performance indicators	Timeframe
<p>3. Survey staff who have been identified as having a disability and are in agreement with being surveyed to determine their training and development needs.</p>	<ul style="list-style-type: none"> All executive managers 	<p>Staff receive appropriate training and development as identified through performance review process</p>	<p>Ongoing</p>
<p>4. To identify buildings that need to be upgraded to accommodate people with a disability and funds to be allocated on this upgrade works. Suitable consultants to be engaged to advise on the areas of these buildings that need upgrading.</p>	<ul style="list-style-type: none"> Executive Manager Capital Works Senior Manager Building Services 	<p>Suitable consultants to do an audit of all Government buildings and to advise priority areas for upgrading</p>	<p>Ongoing.</p>

Priority Outcome Areas For Action

4. ASSIST PEOPLE WITH A DISABILITY TO PARTICIPATE IN PUBLIC CONSULTATIONS AND TO APPLY TO BE ON ADVISORY BOARDS AND COMMITTEES

<p>Goal/outcome: <i>Demonstrated inclusiveness of people with disabilities to participate on Government advisory boards and committees.</i></p> <p>Identified barriers:</p> <ul style="list-style-type: none"> • Lack of participation of community representatives in the planning of the Park to assist people with a disability.
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Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. To ensure that when positions are available within the Access Advisory Committee that equal opportunity exists for knowledgeable/experienced people with disabilities to be attracted for membership and participation.	<ul style="list-style-type: none"> • General Manager of Commercial and Corporate • Senior Manager Building Services 	Strong representation on Access Advisory Committee of various aspects of disability awareness.	Ongoing
2. To ensure the Authority's Access Advisory Committee membership consists of adequate community representatives, to embrace all submissions and to review such submissions.	<ul style="list-style-type: none"> • General Manager Commercial and Corporate • Senior Manager Building Services 	Access Advisory Committee to analyse any public submissions during their periodic meetings.	Six monthly reviews

Priority Outcome Areas For Action

5. **INCREASING EMPLOYMENT PARTICIPATION OF PEOPLE WITH A DISABILITY WITHIN THE AUTHORITY**

<p>Goal/outcome: Equal opportunity for people with disabilities is demonstrated in the recruitment and selection processes, work environment, personal and professional development and promotion.</p>
<p>Identified barriers:</p> <ul style="list-style-type: none"> • Design of job activities to accommodate persons with disabilities. • Low numbers of people with a disability in workforce reinforces stereotypes and low workforce understanding.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
<p>1. Advertisements and information packages to candidates affirm the Authority's commitment to equal employment opportunity principles including equity of access and the removal of discriminatory practices. Disability specific tasks /actions are included in position descriptions, where appropriate.</p>	<ul style="list-style-type: none"> • General Manager, Commercial and Corporate • General Manager, Sydney Olympic Park Aquatic and Athletic Centres • Manager Human, Resources 	<p>All position advertisements and information packages to provide appropriate information. Consider issues raised in contemporary Australian Human Rights Commission reports in respect of people with disability employment.</p>	Ongoing
<p>2. To ensure all employment and administrative policies and procedures which may be relevant to people with a disability, are monitored and reviewed.</p>	<ul style="list-style-type: none"> • General Manager Commercial and Corporate 	<p>All employees and administrative policies and procedures are regularly reviewed.</p>	Ongoing.

Priority Outcome Areas For Action

Tasks	Positions / division responsible	Key performance indicators	Timeframe
3. Maintain and evaluate data to chart the extent and characteristics of the workforce as it relates to people with disabilities.	<ul style="list-style-type: none"> General Manager Commercial and Corporate 	Consistent and accurate records are maintained.	Ongoing
4. To ensure employment and administrative policies and procedures, which may be relevant to people with a disability, are monitored and reviewed	<ul style="list-style-type: none"> General Manager Commercial and Corporate 	All employee and administrative policies and procedures are regularly reviewed.	Ongoing

Priority Outcome Areas For Action

6. **TO USE GOVERNMENT DECISION MAKING AND OPERATIONS TO INFLUENCE OTHER AGENCIES AND BUSINESSES WITHIN THE PARK TO IMPROVE QUALITY OF LIFE AND VISITATION EXPERIENCE FOR PEOPLE WITH A DISABILITY INSIDE THE PARK**

<p>Goal/outcome: <i>To encourage the various organisations, businesses and venues within Sydney Olympic Park to provide access to all their activities and events held on their behalf or at their venue.</i></p>
<p>Identified barriers:</p> <ul style="list-style-type: none"> To explain the importance, significance and legal requirements of the various organisations and venues to provide access to all facilities, events and activities within the Park.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. To ensure that all organisations and venues are aware of the importance of providing access to all events and activities held within the Park.	<ul style="list-style-type: none"> General Manager, Commercial and Corporate General Manager, Sydney Olympic Park Aquatic and Athletic Centres 	Appropriate communication and information systems are widely promoted.	Six monthly reviews
2. To explain the legal requirements and responsibilities that each and every venue has to ensure access is always a priority when planning activities within the Park.	<ul style="list-style-type: none"> General Manager, Commercial and Corporate General Manager, Sydney Olympic Park Aquatic and Athletic Centres 	All senior officials at the venues within the Park are informed of their legal requirements in planning for access in their procedures and operations.	The Authority to hold information meetings to inform the venues of their legal responsibilities

Priority Outcome Areas For Action

7. TO PROVIDE QUALITY SPECIALIST AND ADAPTIVE SERVICES TO AREAS WITHIN THE PARK WHERE UNIQUE CIRCUMSTANCES EXIST TO ACCOMMODATE PEOPLE WITH A DISABILITY

<p>Goal/outcome: <i>Complaints procedures and action measures are provided and are effectively managed in a timely manner by the appropriate level of management.</i></p>
<p>Identified barriers:</p> <ul style="list-style-type: none"> The Authority's Access Guidelines and Temporary Overlay Guidelines for special events are not implemented by some event organisers.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
1. To ensure that people and venues within the Park organise all scheduled activities to be in accordance with the Authority's Access Guidelines and Temporary Overlay Guidelines.	<ul style="list-style-type: none"> General Manager, Commercial and Corporate Senior Manager, Building Services Customer Services Manager 	The Authority's Access Guidelines and Temporary Overlay Guidelines are promoted and applied.	Six monthly reviews.
2. The Authority to update the Access Guidelines and Temporary Overlay Guidelines at regular intervals to promote state-of-the-art access provisions.	<ul style="list-style-type: none"> General Manager, Commercial and Corporate Senior Manager, Building Services 	The Access Guidelines and Temporary Overlay Guidelines to be updated to accessible legislation reforms.	Six monthly reviews

Priority Outcome Areas For Action

8. COMPLAINTS PROCEDURES

<p>Goal/outcome: <i>Complaints procedures are in place and effectively managed in a timely manner by the appropriate level of management.</i></p>
<p>Identified barriers:</p> <ul style="list-style-type: none"> • Staff, contractors, tenants and visitors may not be aware of complaints procedures.

Tasks	Positions / division responsible	Key performance indicators	Timeframe
<p>1. To ensure that people with disabilities, including Authority staff, have access to appropriate communication and information systems.</p>	<ul style="list-style-type: none"> • General Manager, Commercial and Corporate • General Manager, Sydney Olympic Park Aquatic and Athletic Centres • Executive Manager Media and Corporate Communications 	<p>Appropriate communication and information systems are appropriately promoted.</p>	<p>Six monthly reviews.</p>
<p>2. To ensure the Authority's grievance and complaint procedures are adequately promoted and accessible to people who may wish to complain of discrimination on the grounds of disability within Sydney Olympic Park.</p>	<ul style="list-style-type: none"> • General Manager, Commercial and Corporate 	<p>Complaints received are actioned promptly, with a response provided to the complainant. Complaints resolved satisfactorily.</p>	<p>Response is provided within 10 working days of receipt.</p>