

6. Strategies

Strategies contained in the Plan are a combination of reactive strategies and actions to address issues raised during the audit process as well as proactive strategies to ensure that the Council demonstrates strong community leadership and ensures equity and access for all Camden's citizens.

The strategies not only address the needs of people with a disability but also have wider benefits including:

- well designed pathways improve public safety and access for everyone;
- access for people who use wheelchairs also improves access for parents and carers of young children in strollers;
- easy to read and unambiguous signage is helpful to everyone; and
- improving access also improves public safety, convenience and overall quality of life for everyone.

The strategies have been organised under Council's Strategic Plan objectives to ensure a link to the 2025 vision. These are:

- **Manage urban growth:** to plan for appropriate infrastructure.
- **Accessibility:** to ensure equitable access to facilities and services.
- **Economic and Community Development:** to create equal employment and other opportunities and to enhance access to participation.
- **Governance:** to enable community participation in decision making.

Unjustifiable Hardship

In the process of the development of the Disability Action Plan, access audits have been conducted of Council's facilities that attract high usage. At this stage, all items identified are in the Plan to be rectified.

Further access audits are planned of staff areas and long term leased facilities, for example the Museum. When these are completed reference may then be made to Section 11 of the Disability Discrimination Act (1992) states:

“For the purpose of this Act, in determining what constitutes unjustifiable hardship, all relevant circumstances of the particular case are to be taken into account including:

- *the nature of the benefit or detriment likely to accrue or be suffered by any persons concerned;*
- *the effect of the disability of the person concerned;*
- *the financial circumstances and the estimated amount of expenditure; and*
- *In the case of provision of services, or making available facilities, an Action Plan given to the Commission under Section 64”..*

A final decision about what would or would not constitute an unjustifiable hardship is a decision that only the Federal Court can make. Council is aware that changes to the current legislation and guidelines governing the built environment are being reviewed and will update procedures once this information is available.

1. Manage urban growth: to plan for appropriate infrastructure

Strategy	Action	Responsibility	Timeframe	Progress
1.1 Implement the findings of the Pedestrian Access Mobility Plan (PAMPS).	<ul style="list-style-type: none"> • As per schedule of works as identified by the PAMPS study: Areas of attention include: - Pram Ramps; - Islands; - Pedestrian Refuges; - Pelican Signal Crossings; - Speed Zoning; - Signs and Lines; and - Footpaths and Footbridges <p>Refer to Appendix 7.2 for a comprehensive list of works.</p>	Manager Engineering Traffic Engineer Design Engineer	Ongoing	5% complete at present
1.2 Review and identify opportunities to extend disability parking provisions.	<ul style="list-style-type: none"> • Provide an adequate number of accessible car parking spaces (complying with AS 1428) in suitable locations 	Development	Ongoing	
1.3 Ensure appropriate planning policies and instruments are in place.	<ul style="list-style-type: none"> • Finalise draft Access policy for Council • Review Local Environment Plans (LEP) and Development Control Plans (DCP's) to include principles and standards of access • Review and further develop the pamphlet "Making Access for all" and ensure distribution to relevant development applicants 	Development Development Distribution: Development	2004 2004/05 Ongoing	

Strategy	Action	Responsibility	Timeframe	Progress
1.4 Provision of appropriate housing choices	<ul style="list-style-type: none"> <li data-bbox="504 320 1218 384">Investigate options for Council to promote the provision of adaptable housing. 	Outcomes	ongoing	

Strategy	Action	Responsibility	Timeframe	Progress
	<p>Room</p> <p>(For complete details refer to the Access Audit Report contained in Appendice 7.4)</p>			
<p>2.2 Complete access audits on Council's remaining buildings/ facilities that are leased</p>	<ul style="list-style-type: none"> • Remaining leased buildings/facilities include: <ul style="list-style-type: none"> - Camden Swimming Pool (Onslow Park) - Mount Annan Leisure Centre - Council Depot - Macarthur Preschool - Leppington Bush fire Brigade Headquarters - Old Pastures Protection Board Building - Family Day Care - Museum - Bush Fire Shed - Scout Halls RSL Hall - Jumbunna Community Centre 	<p>Manager Assets/Manager Development</p>	<p>2004/05</p>	
<p>2.3 Provide accessible information about Council services and activities</p>	<ul style="list-style-type: none"> • Web based services to include information on accessible facilities and programs that Council offers. • Include access information in Tourist brochures and promotional material. 	<p>Administration and Corporate Services</p> <p>Administration and Corporate Services</p>	<p>Ongoing</p> <p>Ongoing</p>	

Strategy	Action	Responsibility	Timeframe	Progress
2.4 Accessible commercial precincts	<ul style="list-style-type: none"> • Review accessibility of town centres and commercial areas. • Develop partnerships with large shopping centre owners to provide increased accessible parking for community buses 	Place Managers Manager Outcomes	2004/05 Ongoing	
2.5 Improve Road Safety for people with a disability (PWD)	<ul style="list-style-type: none"> • Ensure the inclusiveness of disability to the Road Safety Program by disseminating relevant information to people with a disability and making road safety information accessible to people with a disability. • Specific actions include: <ul style="list-style-type: none"> - considering font size in publications; - availability of audio equipment; and - informing organisations that work with people with a disability of current road safety initiatives. 	Community & Road Safety Officer	Ongoing	
2.6 Promote knowledge of the responsibilities on the part of the developers stipulated in the Disability Discrimination Act	<ul style="list-style-type: none"> • Organise a workshop for: <ul style="list-style-type: none"> - Mainstreet Committees, Chambers of Commerce, local developers to explain and promote Council's Access policy. • Investigate an incentive scheme for businesses not subject to a development condition. 	Community Planning and Development Place Managers, Economic Development	2004/05 2004/05	

Strategy	Action	Responsibility	Timeframe	Progress
(DDA)	<ul style="list-style-type: none"> Facilitate the coordination of linking with adjoining LGA's in order to implement cross LGA accessible pathway program. 	Officer, Accessibility Officer, Design Engineer	2005/06	
2.8 Ensure that waste management initiatives and services for which Council is responsible, take the needs of people with a disability (PWD) into consideration.	<ul style="list-style-type: none"> Review options for offering assistance with garbage disposal for people with a disability (PWD) 	Manager: Environment	2005/06	

3. Environmental Systems: to maintain the environment to be enjoyed by everybody & **Economic and Community Development:** to enhance access to participation and a broad range of opportunities.

Strategy	Action	Responsibility	Timeframe	Progress
3.1 Participation in community life and open spaces	<ul style="list-style-type: none"> • Preparation of a register of accessible venues available for community events, in particular those with accessible toilets. 	Manager, Community Services	2004/05	
3.2 Address access issues identified in parks and reserves to increase access	<ul style="list-style-type: none"> • Address the following park access audit priorities: Very High, High, Medium and low priority areas. <p>The ranking of Very High, High, Medium and Low was selected through the level of usage, type and number of user groups and assessed according to risk and safety.</p> <p>The <u>Very High</u> Parks and Reserves for attention are:</p> <ul style="list-style-type: none"> • Kings Bush Reserve • Birriwa Reserve • Harrington Park • Onslow Showground <p>The <u>High</u> Parks and Reserves for attention are:</p> <ul style="list-style-type: none"> • Curry Reserve • Kings Bush Reserve • Onslow Showground 	Parks Co-ordinator	<p>2004/05</p> <p>2004/05</p>	

Strategy	Action	Responsibility	Timeframe	Progress
	<ul style="list-style-type: none"> - Edward Howe Reserve - Elizabeth Reserve - Ficus Place Reserve - Gayline Reserve - Glenlee Reserve - Grevillea Reserve - Gundungurra Reserve - Henry Reserve - Ironbark Ridge Reserve - Lily Court - Liquidamber Reserve - Mallee Reserve - Manna Gum Reserve - Mary Howe Reserve - Melaleuca Reserve - New Reserve - Payton Court - Plane Tree Drive - Thornleigh Reserve - Tobruk Reserve - Tuart Park - Vale Reserve - Veronica Reserve - Waterworth Reserve - William Howe Reserve - Winston Reserve - Hartley Reserve - Vale Reserve - Bunya Reserve - Ettlesdale reserve 	Parks Coordinator		

Strategy	Action	Responsibility	Timeframe	Progress
	<ul style="list-style-type: none"> - Gundungurra Reserve - Moreton Bay - Moreton Bay Reserve 			
3.4 Ensure new reserves and parks meet DDA requirements	<ul style="list-style-type: none"> • Develop checklist to be used in designing playgrounds and reserves to be used as a base 	Manager Development, Parks Co-ordinator	2004/05	

4.Economic and Community Development: to create equal employment and other opportunities and to enhance access to participation.

Strategy	Action	Responsibility	Timeframe	Progress
4.1 Provide accessible events	<ul style="list-style-type: none"> Develop a checklist to ensure that Council functions and events are accessible. 	Community Relations Officer	2004/05	
4.2 Library services to provide services for PWD	<ul style="list-style-type: none"> Facilitate programs that include young people with special needs. Continue to provide a range of items in alternate formats across Council's library service. 	Manager Library Services	Ongoing	
4.3 To include PWD in all services Council develops, provides or supports	<ul style="list-style-type: none"> Encourage involvement for PWD in programs and service delivery. Promote services that are accessible along with opportunities for involvement. 	Community Relations Community Planning and Development	Ongoing	
4.4 To increase options for employment and training within Council for PWD.	<ul style="list-style-type: none"> Review recruitment practices to ensure that advertising and interview processes are accessible. Investigate opportunities to provide traineeships within the organisation for people with a disability 	Manager, Community and Employee Relations	2004/05	

5. **Governance:** to enable community participation in decision making

Strategy	Action	Responsibility	Timeframe	Progress
<p>5.1 Policies in place comply with the Disability Discrimination Act (DDA)</p>	<ul style="list-style-type: none"> • Apply, where relevant to Council’s current and new policies a standard paragraph reflecting the rights of people with a disability and making reference to the Disability Action Plan, to comply with the Disability Discrimination Act (DDA) <p>These include:</p> <ul style="list-style-type: none"> - Development of Flood Affected land - 1.13 Safer by Design Guidelines - 1.5/1.6 Outbuildings - 1.9 Footpath Crossings - 3.8 Footpath Trading - 4.5 Control of Amusement Centres - 5.24 Disciplinary Procedures - 5.26 Safety Gear - 5.27 Equal Employment Opportunity Policy - 5.4 Advice to Persons With Matters Before Council 	<p>Senior Administrative Officer</p>	<p>2004/2005</p>	

Strategy	Action	Responsibility	Timeframe	Progress
5.2 Development of Consultation and Communication mechanisms	<ul style="list-style-type: none"> • Develop plain English standards to be adhered to by all staff 	Community Relations Officer	2004/05	
	<ul style="list-style-type: none"> • Review the accessibility of Council's website for PWD and implement improvements. 	Information Technology	2004/05	
	<ul style="list-style-type: none"> • Establish links with organisations that can produce information in different formats (eg vision impaired-large print) 	Community Relations Officer/ Community Planning and Development	2004/05	
	<ul style="list-style-type: none"> • Identify opportunities to produce core Council documents in accessible formats (eg Lets Connect in large print) 	Community Relations Officer	2004/05	
	<ul style="list-style-type: none"> • Develop and implement information dissemination processes and approaches that include media regularly accessed by PWD 	Community Relations Officer	Ongoing	

Strategy	Action	Responsibility	Timeframe	Progress
5.3 Provide staff with information and appropriate training to raise awareness of disability issues	<ul style="list-style-type: none"> • Include Disability Discrimination Act (DDA) issues in staff induction program 	Manager Employee and Community Relations	Commence 2004 Ongoing	
	<ul style="list-style-type: none"> • Provide training to Assets /maintenance staff to raise awareness of access issues and standards details 	Manager Employee and Community Relations	Ongoing: to commence 2004/05	
	<ul style="list-style-type: none"> • Provide disability awareness training to all staff through internal calendar 	Manager Employee and Community Relations	Ongoing: to commence 2004/05	
	<ul style="list-style-type: none"> • Provide all customer service staff with in-depth training regarding the needs, strengths and abilities of PWD 	Co-ordinator, Customer Service	Ongoing: To commence 2004	
	<ul style="list-style-type: none"> • Provide training to identified staff on the operation of hearing loops and the access lift in the Civic Centre 	Manager Employee and Community Relations	2004/05 and Ongoing	
	<ul style="list-style-type: none"> • Conduct an attitudinal survey of staff to assess changes in attitude to PWD and effectiveness of training 	Manager Employee and Community Relations	2005/06	

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	<ul style="list-style-type: none"> Organise where needed specific and relevant disability awareness training to immediate staff that are to work with a new staff member with a disability, in addition to general staff training. 	Manager Employee and Community Relations	Ongoing as required	

Strategy	Action	Responsibility	Timeframe	Progress
5.4 Ensure that all Council sponsored meetings and community consultations are accessible both in venue and in format	<ul style="list-style-type: none"> • Develop checklist of considerations as part of the Community Participation Consultation policy. 	Manager Community Services/ Community Planning and Development	2004/05	
	<ul style="list-style-type: none"> • Develop and implement guidelines, priorities and agreements regarding access issues into the Events and Community Financial Assistance Program 	Manager Employee and Community Relations/ Manager Community Services	2004/05	
	<ul style="list-style-type: none"> • Introduce requirements regarding the inclusion of accessing information on marketing material for sponsored events/activities. 	Manager Employee and Community Relations	2005/06	

Strategy	Action	Responsibility	Timeframe	Progress
5.5 To make external Council publications and marketing material accessible to PWD and supportive of their inclusiveness in the community.	<ul style="list-style-type: none"> Regularly produce and update information that promotes accessible features (including toilets) of the local area through a mobility map. 	Manager Employee and Community Relations	To commence 2004/05, then ongoing	
5.6 To develop and enhance linkages and promote opportunities for communication and co-operation between specialist disability groups and services and those provided by Camden Council.	<ul style="list-style-type: none"> Provide an annual telephone listing of key Council officers to specialist service providers in the Camden LGA. Invite key Council officers to attend Macarthur Disability Services network meetings to discuss issues of common concern. 	Manager Employee and Community Relations Manager Community Services/Community Planning and Development	Ongoing-February each year Annually	

6. To regularly review and evaluate the Disability Action Plan

Strategy	Action	Responsibility	Timeframe	Progress
6.1 Conduct reviews of the Disability Action Plan (DAP) to assess the degree to which the strategies and actions achieve goals.	<ul style="list-style-type: none"> • Facilitate 6 monthly DAP review meetings involving key staff and management, reporting on progress and ticking off actions. • Develop and circulate electronically a proforma for Managers to update progress, making it available on the public drive. 	<p>Community Project Officer</p> <p>Community Project Officer</p>	<p>Ongoing: commencing 2004</p> <p>Ongoing: commencing 2004</p>	
6.2 Monitor effectiveness of strategies.	<ul style="list-style-type: none"> • Record telephone and over the counter complaints regarding access matters and refer to Community Project Officer 	Coordinator-Customer Service	Ongoing	
6.3 Promote the DAP and the progress made on the DAP to staff and the community.	<ul style="list-style-type: none"> • DAP to be made available on Council's website in accessible font such as Ariel. • Promote the DAP's progress as widely as possible such as in Council's newsletters, Councillors newsletters, operating plans, annual reports. 	<p>Administration and Corporate Services</p> <p>Community Relations Officer, Community Project Officer</p>	<p>Commencing 2004</p> <p>Ongoing</p>	