

Sydney Olympic Park Authority

Disability Inclusion Action Plan 2019-22





Acknowledgement of Country

Sydney Olympic Park Authority acknowledges the Wan-gal, the first people and traditional custodians of the land, water and air of this place now known as Sydney Olympic Park and pay deep respect to Elders past, present and emerging and extend that respect to other Aboriginals and Torres Strait Islanders peoples.

Sydney Olympic Park Authority is committed to creating a world leading precinct where Aboriginal and Torres Strait Islander people and cultures are visible, celebrated and valued. The Authority recognises that respect for the world's oldest living culture contributes to creating a sustainable shared future.

Message from the Chief Executive Officer



Sydney Olympic Park Authority (the Authority) is committed to the sustainable development and promotion of Sydney Olympic Park as Sydney's premier destination for entertainment, leisure, residents, business, tourism, sport and lifestyle activities. We want Sydney Olympic Park to be an inclusive and accessible place for people from all backgrounds and abilities built on the legacy of the Sydney 2000 Olympic and Paralympic Games, and the more recent 2018 Invictus Games.

The Disability Inclusion Action Plan 2019 – 22 (DIAP) is aimed at improving participation and inclusion opportunities in Sydney Olympic Park for people with a disability and access needs. In developing this plan, the Authority has sought community feedback and input on access and inclusion through surveys, workshops and event activations. The Authority has engaged with a number of community service organisations and with our venues and businesses based in Sydney Olympic Park to develop the strategies in this plan.

Feedback from community consultation indicated that overall Sydney Olympic Park

was a stand out location for accessibility, where people with a disability are generally able to do what they want, feel safe and also included as part of the community. We have also identified a number of goals and strategies which will allow us to build on our existing strengths.

The adoption and implementation of this Disability Inclusion Action Plan 2019-22 demonstrates the Authority's ongoing commitment to applying the strategies contained in the NSW Disability Inclusion Plan - 2015 within Sydney Olympic Park and supporting the NSW Government's aim to improve the quality of life and liveability of people with disability.

I would like to thank the Authority's Access Advisory Committee and the local businesses and community who have contributed to the preparation of this Plan.

A handwritten signature in black ink, appearing to read 'Charles Moore'. The signature is fluid and cursive, written on a white background.

Charles Moore

Chief Executive Officer

05

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05 Overview and Vision



Overview and Vision

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 that make up Sydney Olympic Park (the Park), its 640 hectares of open space, venues, parklands, development areas, residential and commercial buildings and maintenance of these public assets as a lasting Olympic legacy for the people of NSW.

Over 10.5 million people visit Sydney Olympic Park each year 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 to be a spectator at a sporting event.

The Park also has a growing daily population of almost 24,000 residents, workers and students. The Authority is committed to providing a diverse and unique range of activities for Sydneysiders and visitors of all backgrounds and abilities to enjoy.

Sydney Olympic Park Authority Vision, Mission and Objectives

Our Vision

Sydney Olympic Park is an internationally recognised place with world-class events, venues, parklands and a great place to live, work and learn, built on its Olympic legacy in a sustainable way.

Our Mission

To curate world-class places and events that deliver exceptional customer experience.

Our Objectives

In accordance with the Sydney Olympic Park Authority Act 2001, the Authority is to make all reasonable attempts to ensure that:

- Sydney Olympic Park becomes an active and vibrant town centre within metropolitan Sydney
- Sydney Olympic Park becomes a premium destination for cultural, entertainment, recreation and sporting events

- Any new development complies with best practice accessibility, environmental and town planning standards and
- The natural heritage of the parklands is protected and enhanced.

Our Place Objectives in the 2017-22 Business Strategy

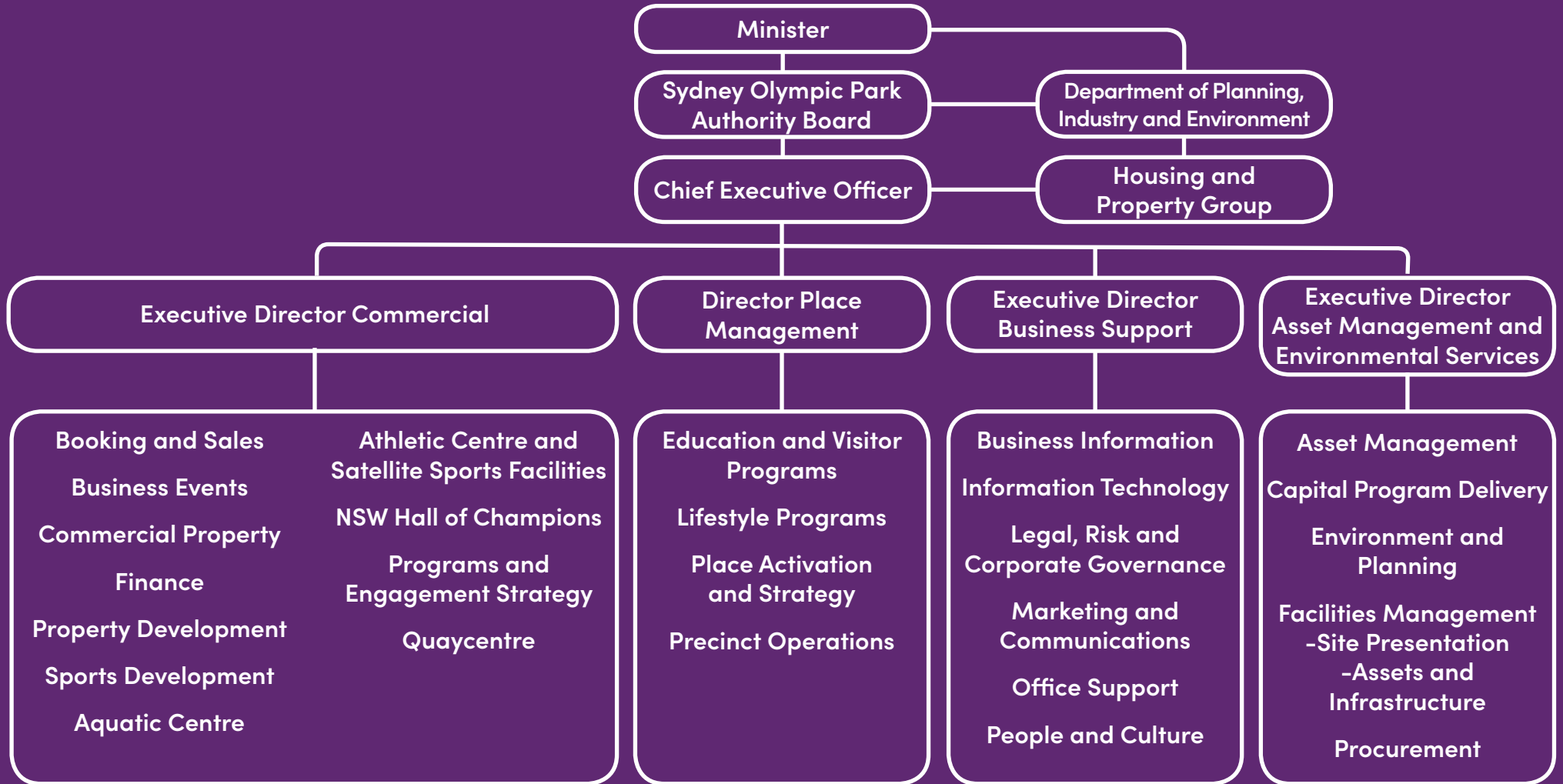
World leading precinct built on Olympic legacy

- Vibrant, liveable and sustainable community
- Unequaled sports, entertainment and recreation destination
- Diverse urban parklands



Our Structure

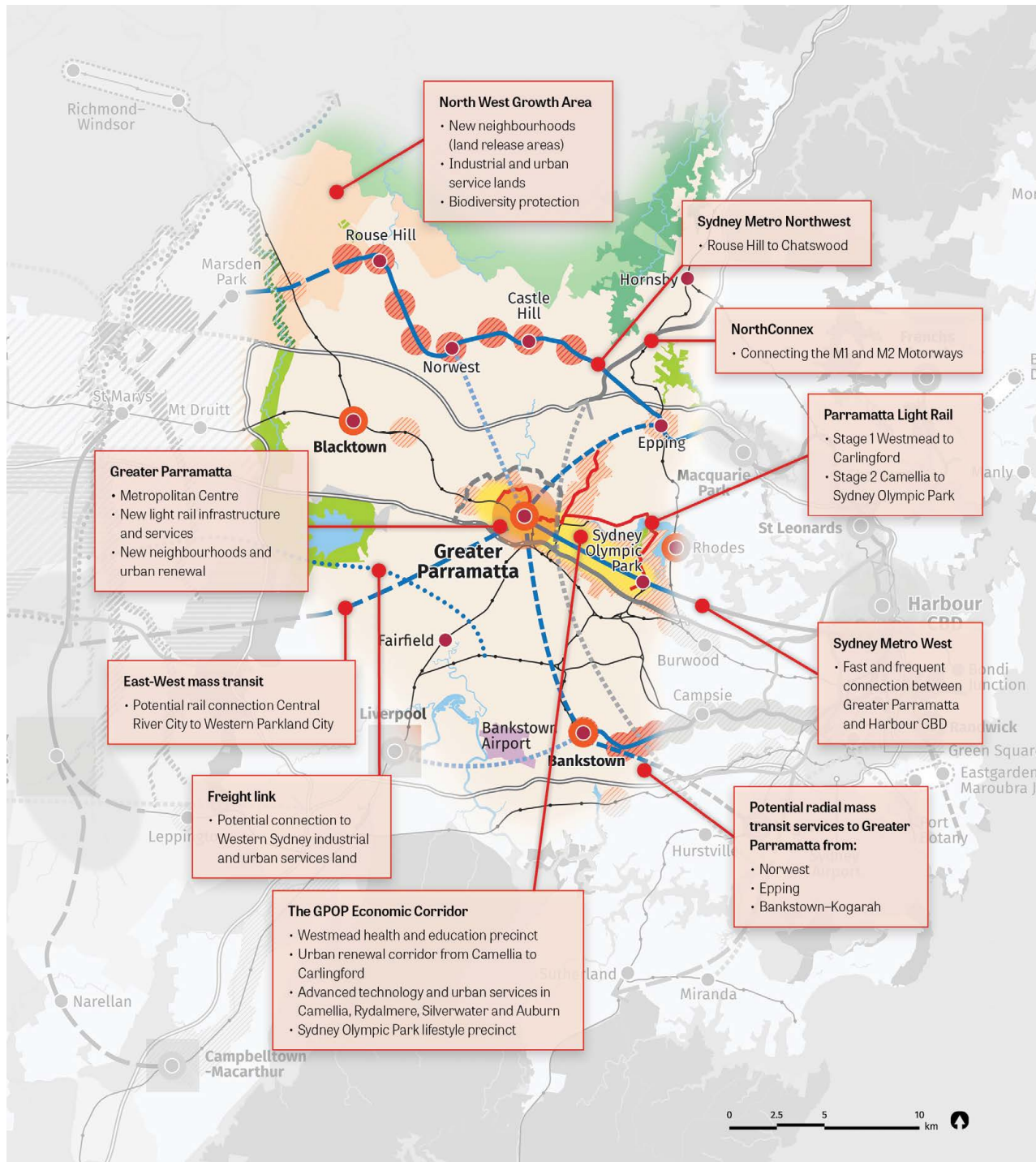
Sydney Olympic Park Authority is also an agency within the Housing and Property Group and the Department of Planning, Industry and Environment. A governing Board of Directors provides direction and guidance to the Authority, in accordance with the Sydney Olympic Park Authority Act, to ensure it meets its core functions.



Our Assets and Infrastructure

The Authority owns, operates and maintains the following assets and infrastructure within Sydney Olympic Park.

Main Venues	Aquatic Centre, Athletics Centre, Hockey Centre, Sports Centre, Administration Office (5 Olympic Boulevard)
Other Venues	Tennis Centre, Monster Skate Park, Monster Mountain and BMX Park, Warm Up Track, Sports Halls, Archery Centre, Wilson Park Stadium
Major Buildings	Sydney Olympic Park Train Station, Park Management Centre (PMC)
Other Buildings	Vernon Heritage Buildings, Bicentennial Park Buildings, Blaxland Riverside Park Buildings, Newington Armory Precinct Buildings, Child Care Centres, Affordable Housing
Public Domain	Olympic Boulevard, Town Centre Parks (Cathy Freeman Park, Overflow Park, Yulang, Stockroute Park, Jacaranda Square, Tom Wills Oval), Urban Forest, Common Domain around major venues and railway station
Parklands	Blaxland Common, Blaxland Riverside Park, Badu Mangroves, Bicentennial Park, Haslam's Reach and Haslam's Creek Flats, The Newington Armory, Kronos Hill, Narawang Wetlands, The Brickpit, Wentworth Common, Woo-lara, Cathy Freeman Park, Ferry Wharf at Newington Armory, Wilson Park Playing Fields
Other Assets	Bridges and Boardwalks, public lighting, P1 and P3 Car Parks, Water Features, Billboards, Bus Shelters, Shade Structures, Picnic Structures, Signs, Brick Pit Ring, BBQs, Seawalls, Public Artwork, Play Ground Equipment



Source: Greater Sydney Commission

Strategic Context

Sydney Olympic Park is located close to Sydney's geographic centre, 14 kilometres west of Sydney CBD and 8 kilometres from Parramatta CBD, within the City of Parramatta Local Government area. The Greater Sydney Commission (GSC) has identified Greater Parramatta and the Olympic Peninsula (GPOP) as a strategic centre for Sydney that will attract around \$10 billion of public and private investment within the next 5 to 10 years.

The GPOP growth area spans 13 km east–west from Strathfield to Westmead, and 7 km north–south from Carlingford to Lidcombe and Granville and represents a 4,000 hectare area in Greater Sydney. According to the GSC, GPOP is on the cusp of significant revitalisation and will experience immense growth and change over the next 20 years and beyond – arguably greater than any other part of Sydney. Sydney Olympic Park is a key element of the GPOP vision of being “Greater Sydney's true centre – the

connected, unifying heart”. Sydney Olympic Park will be GPOP's eastern economic anchor offering inner-city style living in the Olympic Park town centre, Carter Street and Homebush precincts as well as a “Lifestyle Super Precinct” with green living and wellness, sustainable transport options and a new celebration space for the Central City. It is important that the Sydney Olympic Park town centre and parklands are able to offer wider recreational facilities to service local, district and regional functions, while continuing to be a key destination for major sporting and entertainment events.

The 2018 review of the Master Plan 2030 identifies opportunities for the Sydney Olympic Park Town Centre to be an active and energised town centre with a range of facilities and services to support residents and workers, while creating a great experience for visitors to this world-class sports and major events destination.

This would include:

- Vibrant public spaces with more shops, places to eat and attractions
- New shared paths and local roads connecting homes to transport, parks and events
- New school and more open space and neighbourhood parks for people to enjoy
- More street life, centred around great events continuing the Olympic legacy
- More housing close to jobs, services and transport
- Master Plan 2030 provides for 1.96 million square metres of development and a daily community of 23,500 residents, 34,000 workers and 5,000 students while retaining the capacity for major events for 250,000 people.

The Authority is also reviewing the strategic plan for the parklands that will guide the future of our open space, recreation areas and wetlands for the next 10 – 20 years. The parklands are enjoyed by more than 2.7 million people each year. It is expected that an additional population of 550,000 people will inhabit the Central City region of Sydney over the next 20 years¹, including a 59% increase in 5-19 year olds and a 106% increase in the over 65 year old population placing increasing demand on open space and recreation facilities.

Several transport initiatives that are underway or being planned will have a significant impact on the connectivity of the town centre and the parklands. Sydney Olympic Park is currently linked with the rest of the priority growth area by the Parramatta River, rail, cycleway connections and major roads. Significant proposed public and private investment in infrastructure such as Parramatta Light Rail and Sydney West Metro will create improved connections between precincts in the priority growth area, as well as other strategic centres and the Parramatta CBD.

¹ Central Sydney District Plan Greater Sydney Commission 2018



Sydney Olympic Park Authority Vision for Access and Inclusion

Access and inclusion have been integral to the planning, design and delivery of the Sydney Olympic Park precinct and its hosting of the 2000 Olympic and Paralympic Games.

*“From early on in its operations OCA [Olympic Coordination Authority] had established an Access Advisory Committee to provide advice and recommendations on strategies and actions to ensure all facilities were accessible to people with disabilities. This committee’s membership was drawn from a number of Olympic agencies, government agencies responsible for disability issues and community groups that provided assistance to people with disabilities. The Access Advisory Committee developed a series of Access Guidelines for application to Olympic venues……”*²

The philosophy of establishing the Access Advisory Committee was to include people with disabilities within the key planning

process. A significant portion of the committee were people with disabilities across mobility, vision, hearing and intellectual impairments and ageing.

The OCA access guidelines set the bar for Sydney Olympic Park to be a leading practice model to achieve accessibility. According to the OCA Access Guidelines:

*“Access is not only about buildings. A truly accessible environment is one in which a person with a disability can freely express their independence, and one in which any impediment to integration is removed. It involves “seamless” blending of numerous key components such as communication, transport, employment, education, external pathways, community awareness, housing and buildings. Special access provisions should not be necessary if the environment is built to adequately reflect the diversity and needs of the community.”*³

The work done by the Access Advisory Committee in planning accessibility for the Games contributed significantly in changing the attitude towards disability and access issues in Sydney and Australia.

*“It was clear that the Paralympics as a celebration of the abilities of people with a disability had a positive impact on public attitudes to and awareness of disability issues in Australia.”*⁴

Post-games the Sydney Olympic Park Authority was established to manage Sydney Olympic Park and it continued the access guidelines setup by the OCA. Accessibility was given a significant importance in the Sydney Olympic Park Authority Act 2001 No 57.

“Ensure that any new development carried out under or in accordance with this Act accords with best practice accessibility standards and environmental and town planning standards”

² Official Report of the 2000 Olympic Games, v.1

³ Olympic Coordination Authority Access Guidelines, 1998, p. 3

⁴ Preparations for the Olympics and Paralympics and inclusion of people with disabilities: the Australian experience, Dr Sev Ozdowski OAM, Human Rights Commissioner and Acting Disability Discrimination Commissioner Australia, 2003

This Disability Inclusion Action Plan (DIAP) follows on from the access and inclusion foundations laid in the initial development of Sydney Olympic Park and provides the framework for Sydney Olympic Park to continue to be a leader in access and inclusion best practice. This requires going beyond the minimum regulatory compliance requirements as set in the Building Code of Australia (BCA), Disability Discrimination Act (DDA) and Universal Design requirements.

The Authority wants the access and inclusion strategies and outcomes for Sydney Olympic Park to draw their inspiration from the 2006 United Nations Convention on the Rights of Persons with Disabilities (CRPD) and the social model of disability. The CPRD is attached as Appendix 2 in this document. It's key principles are:

1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
2. Non-discrimination;
3. Full and effective participation and inclusion in society;
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
5. Equality of opportunity;
6. Accessibility;
7. Equality between men and women;
8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

The social model of disability, outlined in the CRPD, states people with disability are not disabled by their impairment but by the barriers in the community that prevent them gaining equal access to information, services, transport, housing, education, training, employment, and social opportunities.

The CPRD defines Persons with disabilities as follows:

"those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others."

It is estimated that currently 20% of Australian adults have a disability or long-term health conditions and an ageing population that is predicted to be 25% by 2050. Our aspiration is that Sydney Olympic Park is a destination of choice for living, employment, study, recreation and professional sports for all people across all life stages and participation abilities. Therefore, our DIAP strategies should not only aim to improve opportunities for people with disabilities but should also make it easier for older people, families with young children and anybody else with any kind of participation limitation to enjoy the diversity of experiences Sydney Olympic Park has to offer.



We also realise that access and inclusion is very important for business and commercial success of the Park. Tourism Research Australia has calculated that 14% of the Australian population (an estimated 3.4 million people) has need of accessible tourism experiences and services and that the accessible tourism sector in Australia is worth \$8 billion.⁵ It is therefore very important that the Park, as a major visitor destination with 10 million annual visitors, is equipped to maximise the accessible tourism, recreation and education opportunities.

Overall, for the Authority the DIAP is a significant expression of continuing the proud legacy of the 2000 Olympic and Paralympic Games and the 2018 Invictus Games in providing leadership in Australia and the world on access and inclusion for urban precincts and disability sports.

⁵ Accessible Tourism in Victoria and Queensland, Tourism Research Australia, January 2018

Scope and Use of the Disability Inclusion Action Plan

The Authority identifies itself as a provider across three tiers of access service delivery:

- Planning for the assets, services and development within Sydney Olympic Park (the Park),
- Planning that will assist and influence other organisations within the Park; and
- Planning for and delivery of specialist and adapted programs, events and activities held within the Park.

The Authority is committed to ensuring that, as far as possible, the needs of people with a disability and more broadly of those with any kind of participation limitations are met across all the three planning tiers through:

- An accessible built environment;
- Attitudes and behaviours that support access and inclusion;
- Systems and processes that are available to the entire Park community; and
- A liveable community.

Ensuring good urban design for people with access and inclusion needs in any proposed new infrastructure will be extremely important in achieving this outcome. It will be equally important to ensure that the Authority's Access Guidelines and the inclusion vision is embedded in the planning process in a way that inspires users, stakeholders and developers to create a place that goes beyond regulatory compliance and universal design requirements. To create a place that is truly world leading for all people, we will collectively need to embrace a social model of disability in our planning processes.

Achieving an inclusive society is a long term vision that will require consistent efforts from all levels of Government and the wider community. This Disability Inclusion Action Plan (DIAP) provides an opportunity for Sydney Olympic Park Authority to measure and record its achievements and to demonstrate its ongoing commitment to community consultation, equity and providing good access practices in all aspects of service to the community.

This DIAP is focused on people with a disability as well as the needs of an aging population. This includes a long-term physical, psychiatric, intellectual or sensory impairment that, in interaction with various barriers, may hinder the person's full and effective participation in the community on an equal basis with others as defined by the Disability Inclusion Act 2014. This definition is not exhaustive and may include other members of the public as defined in the future.

Sydney Olympic Park Authority 2015–18 DIAP key achievements

Key achievements of the Authority's 2015–18 Disability Inclusion Access Plan included:

1. Programs that catered for persons with a disability.

- Aquatic Centre provided swimming school classes for persons with a disability. The Centre started a "Hush Hour" in 2018 to provide a very quiet environment for people who do not like or respond well to loud ambient noises including people with autism or similar needs. The Aquatic Centre continued its existing programs such as Special Needs – Learn to Swim Program.
- Athletic Centre provided athletics carnivals that catered for autistic athletes and continued its Gymnastics – GymAbility Program.
- The venues unit hosted a number of events at the Aquatic and Athletic Centre for accessibility organisations.

- The Education Unit provided customised education programs upon request that catered for persons with a disability. Some examples include:

- Delivery of various Indigenous "Dream Time" Stories in braille format to vision impaired school students within the Parklands to promote "inclusion" for all.
- Development and ongoing delivery of three school excursion programs dedicated to Indigenous History and Culture against National School curriculum outcomes.
- Development and delivery of customised Indigenous education programs for vision impaired students (and their siblings) in partnership with the Royal Institute for Deaf and Blind Children.

2. Partnerships with other organisations to support persons with a disability and hosted programs and events that support accessibility including:

- The Authority in partnership with Auburn Council was involved with the annual Festival of All Abilities for 3 years from 2014 to 2016. This Festival was designed to better demonstrate the abilities of persons with a disability. This included the following outcomes:
 - In December 2016, the Authority hosted free Disability Awareness Training.
 - In December 2015, the Authority hosted free Disability Awareness Training for the community and a free guided wetlands tour for children with autism and their families to allow them to experience sensory elements while exploring the Park.
- In 2016, the Authority worked with Wheelchair Sports NSW to promote wheelchair sports at Sydney Olympic Park and provide an opportunity for the community to see what it takes to be a wheelchair athlete.

- A partnership was developed with Royal Rehabilitation Centre to deliver a cycling hub within Newington Armory to support people with disability to return to sport.
- Annually hosted the Smith Family's Work Inspirations program exposing rural Indigenous youth to career pathways at the Park.
- Hosted the inaugural 'Career Seekers' forum which focused on multicultural diversity while tackling the issue of underemployment of asylum seekers and refugees. This program was hosted at the Quaycentre in partnership with GWS Giants AFL.
- In 2018, the Authority partnered with nine community service organisations (Ability Links NSW, Community Migrant Resource Centre, Disability Sports Australia, Leep NGO, Bridj On Demand Transport, Hills Community Aid, Flourish Australia, Achieve Australia and Accessible Arts) to deliver a range of activations to promote ideas of access and inclusion as part of Inclusion Week Celebrations in 2018 to mark International Day of People with a Disability on 3 December.





3. Accessible features throughout the Park in both assets and events:

- Ensured that all capital works are subject to access considerations and appropriate access consultants are used to provide expert advice where necessary.
- Upgraded the hearing augmentation system at the Athletic Centre in 2016. This now allows for hearing impaired schools to use this venue.
- Implemented accessible hearing loops from 2015 onwards for large public outdoor movie screenings to better cater for persons with a hearing impairment.
- Continued to have a compliant accessible outdoor class room located within Bicentennial Park which has compliant accessible ramps and accessible paths of travel.
- Upgraded the existing Built areas in P1 car park for accessibility in 2017 to include: tactile ground surface indicators, (TGI's), ramp kerbs, ramp and stair handrails, wheel hazards, stair nosing and ramp landings. These works were carried out in accordance with the current Australian Access Standards.

- Provided accessible portable Public Picnic Settings into the Town Centre. These settings cater for inclusion of wheel chair users into the dining experience.
 - In 2017, provided new way finding signage to the Parkview south precinct to better promote accessible way finding within this precinct.
 - In 2018, upgraded the Mangroves Boardwalk in Bicentennial Park into a fully accessible walkway.
- 4. Demonstrated commitment to access and inclusion in urban planning and development strategies:**
- From 2015 onwards, the Authority required all major development projects within Sydney Olympic Park to have an Access Impact Statement attached to the development. This allows the accessibility of the development to be assessed from a whole of precinct approach capturing available transport modes, accessible paths of travel and way finding
 - The Authority continued to implement, compliance with Sydney Olympic Park Authority Access Guidelines. This is a condition of development consent for all development being carried out within Sydney Olympic Park.
 - The Authority continues to implement its official Urban Elements Design Manual (UEDM) which helps guide access requirements throughout the urban domain. During 2015-18 the Authority undertook planning for the Parkview and Central precincts and the UEDM helped guide the accessibility strategies of the urban domain.
 - During 2016, the Authority adopted a compliant accessible design for the central precinct's Linear Park. This includes many accessible features and strategies to promote inclusiveness.
 - During 2016, there was an access review of the Carter Street precinct to better provide pedestrian accessible linkages to the Sydney Olympic Park town centre.
 - In 2018, the Authority registered with the Green Building Council of Australia (GBCA) for Sydney Olympic Park to become a six star green star communities rating. This includes accessible liveability considerations and requirements.
- 5. Access and inclusion training for staff:**
- The Authority continued to implement access training including induction procedures to promote best practices in access for all staff members.
 - In 2016, the Authority's in-house graphic designer was trained to be able to develop accessible documents to meet best-practice accessibility and assist with the Authority's Web Content Accessibility Guidelines (WCAG) compliance. Updated training continues to be conducted for the in-house design team.

6. Ongoing promotion and marketing support for access and inclusion:

- The Authority has finalised a public 'Access Guide' to promote the accessible services and facilities available for people with disability within Sydney Olympic Park and its Venues. This guide also assists accessible way finding within Sydney Olympic Park.
- The Authority continued its commitment to publish in a reasonable time any marketing or communication document in an accessible format upon request from the public.
- The Authority's website continues to meet the WCAG 2.0 Level AA standards and the Authority works to make our websites higher than this standard. The website has an annual accessibility audit carried out to identify if any improvements are required. All recommendations are implemented.

7. Ongoing advice and leadership in the access and inclusion area:

- The Authority continues to provide access advice to all internal and external stakeholders for various major events within Sydney Olympic Park, driven by the Sydney Olympic Park Authority Access Guidelines, Part 2, Accessible Temporary Overlays for Events.
- The Sydney Olympic Park Authority Access Advisory Committee provided access advice and assistance to help deliver the Invictus Games 2018.
- The Authority's Access Advisory Committee reviewed major projects/developments proposed to be constructed within Sydney Olympic Park to provide expert access advice which enabled these developments to capture the requirements contained in Access Legislation and the Authority's current Access Guidelines.

- The Authority finalised the five-yearly review of Master Plan 2030. This review involved establishing nominated accessible paths of travel throughout the town centre as new development occurs. These connecting accessible paths of travel will be identified and communicated to the community to better aid all persons in way finding within the Town Centre.



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on demand
public transport

M-9132
NEW SOUTH WALES

NEW DORITOS
CRACKERS
Doritos
Doritos
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Doritos
BOLD FLAVOUR, BIG CRUNCH!



Policy and Legislative Context

Sydney Olympic Park Authority's Disability Inclusion Action Plan (DIAP) has been developed to be consistent with the New South Wales Government's Disability Inclusion Plan 2015 (DIP), which is published under the requirements of the Disability Inclusion Act 2014 (The Act) and Regulation 2014.

The NSW DIP translates into action the Government's commitment to improving the opportunities for people with disabilities to share fully in and be included into community life. Central to this is the opportunity to access Government services, facilities, information and employment opportunities on an equitable basis through the delivery of better services that promote fairness and opportunity for all citizens.

Nominated NSW Government agencies are required under the Act to prepare and submit to the NSW Disability Council a current DIAP and to report against progress made on

these plans in the annual agency reports. Sydney Olympic Park Authority is not one of the nominated Government Agencies but we are voluntarily developing this plan to guide our access and inclusion strategies for the betterment of our community.

Other disability legislative contexts it refers to are:

- UN Convention on the Rights of Persons with Disabilities
- Disability (Access to Premises - Buildings) Standards 2010
- National Disability Strategy (NDS)
- National Disability Insurance Scheme (NDIS)⁶
- Disability Discrimination Act 1992 (DDA)
- Disability Inclusion Act 2014 (DIA)
- NSW Anti-Discrimination Act 1977
- NSW Governments Disability Inclusion Plan

⁶ The Authority venues are a registered NDIS provider for its accessible swimming, aquatic and athletic programs.

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DIAP Community Consultation

Sydney Olympic Park Authority is co...
We are seeking feedback in October...
Disability Inclusion Action Plan (DIAP)
Give us your feedback today, right



Improve

How can SOPA improve access and inclusion opportunities at the Park?

- MORE SHUTTLE BUSES
- MORE PERSONAL CROSSINGS
- LESS CARS More Public Transport
- INCLUSIVE ACTIVITIES
- LIFT IN OVAL CENTRE
- ACCESS MAP
- More direct trains to Central
- Carparks to limit of area and eg. tennis
- More covered (seating) areas
- Pedestrian crossings to Railway Station
- SOPA event booklet - access maps - public transportation guide - bar/cafes
- MAKE PARK AVAILABLE FOR FUND RAISER MUSIC EVENTS
- More signs -> direction
- Bringing regular community groups
- Large Print menus / Braille menu in cafes
- Ramp to grassy areas
- Transport - more transport options people to get to the venue
- BETTER MARKETING OF INCLUSIVE EVENTS
- Signs on market for inclusive events
- Railway System Timings
- Pedestrian crossings with tactile surfaces
- Pedestrian Lights with braille & sound
- Public open days for disability people

DIAP Community Consultation

Community Profile

The Sydney Olympic Park community includes:

- Local residents, workers and students who are at the Park each and every day;
- Event patrons who visit the Park's major sporting and entertainment venues;
- Delegates attending business events;
- Those that come to play sport (train and/or compete); and
- Those that use the parklands and venues for entertainment, leisure, recreation and education.

The Authority has 385 staff (equivalent to 200 full-time staff). This includes full-time, part-time and casual employees in a diversity of roles across five business units including Place Management, Commercial, Venue Management, Asset Management and Environmental Services and Business Support.

In 2018, the daily community at Sydney Olympic Park was more than 23,800 residents, workers and students and over 10.5 million visitors came for events, sport, business, education, leisure and recreation. These numbers will increase substantially as further commercial and residential development is carried out, as guided by Sydney Olympic Park Master Plan 2030 and Parklands Future Directions projects. Throughout this document the phrase "Park community" will refer to the people who live, work, play and study at Sydney Olympic Park.

Ongoing Consultation on Disability Access

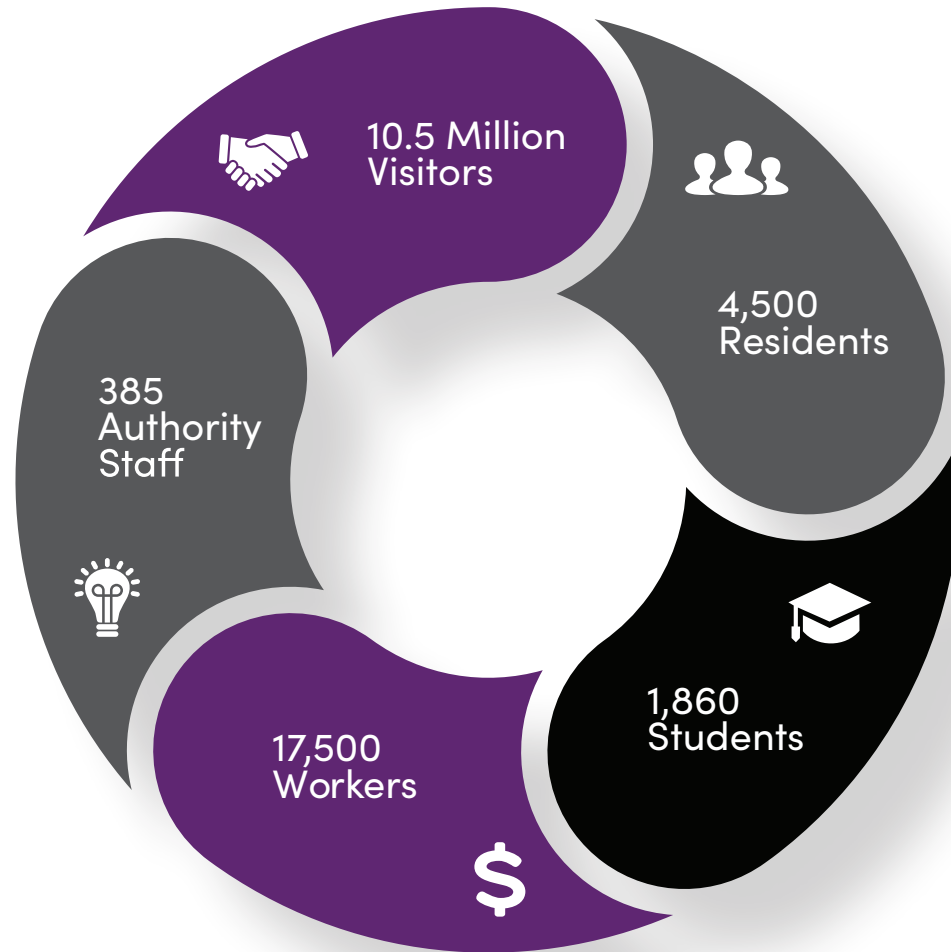
In relation to disability access, the Authority seeks guidance and advice from an Access Advisory Committee, which reports to the Chief Executive Officer. This Committee is drawn from a cross section of the community and is made up of people who are considered to be experts in the area of providing good quality access for all.

Membership of the Access Advisory Committee currently comprises:

- Association of Consultants in Access, Australia;
- Council on the Ageing (NSW) Inc;
- Independent Access Consultants and Mentors;
- Visionary Access Consultancy;
- Guide dogs NSW/ACT;
- Flourish Australia;
- Paralympics Australia; and
- Representatives from the Authority's Place Management, Venue Management and Asset Management teams

The community is invited to provide feedback or suggestions to the Authority, either in person, by phone or email or by using the website, on any type of access issue that may require attention or maintenance within the precinct. Any received issues are then either acted upon to rectify the situation or are forwarded onto the Access Advisory Committee to give expert access advice to the Authority as required on a case by case basis.

Sydney Olympic Park



Consultation for the Updated DIAP 2019-22

The following consultation was undertaken in order to produce the updated DIAP 2019-22.

Internal consultation

- Review of the Authority’s disability access programs and initiatives;
- Liaison with senior management and operational line managers on access strategies;
- Feedback on access initiatives by the Access Advisory Committee; and
- Input and endorsement by the Chief Executive Officer.

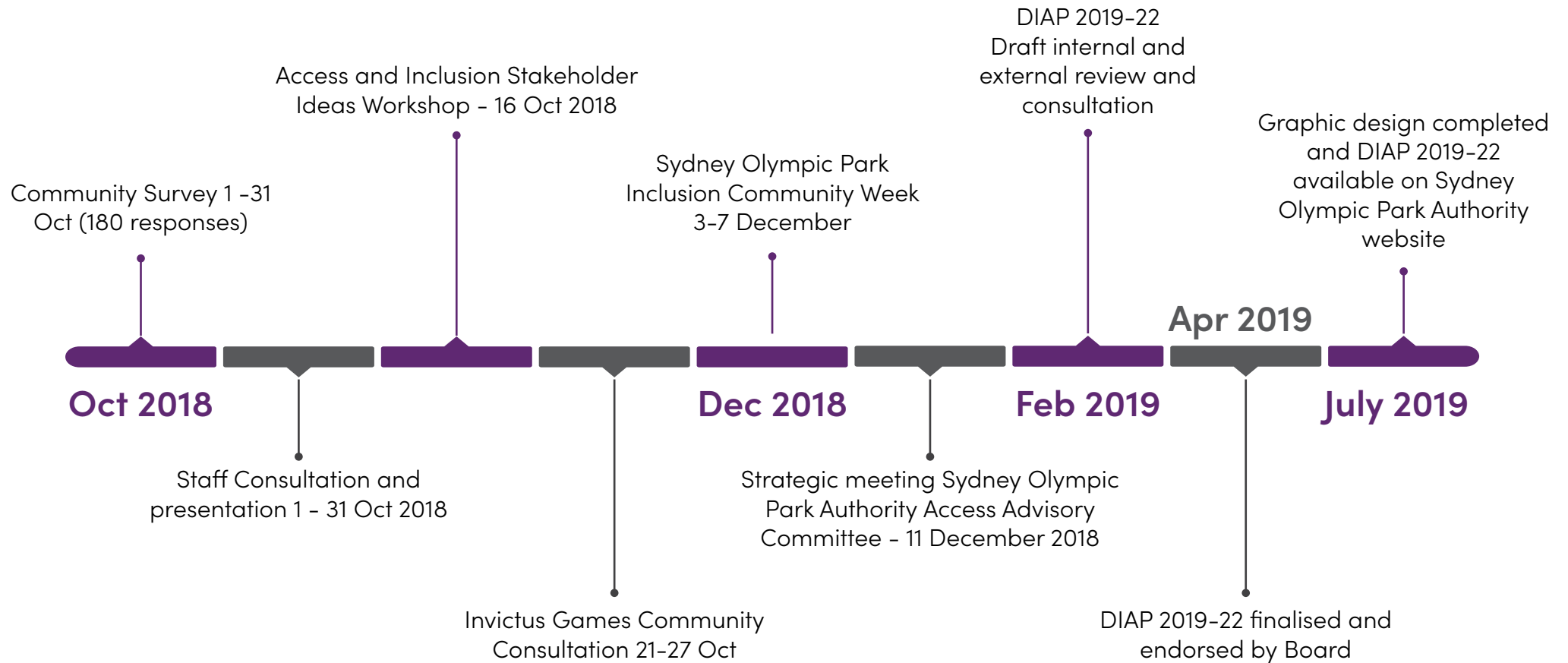
External consultation

In addition to the above, a detailed community engagement plan was developed to gain community input on the DIAP.

This included the following key community consultation processes:

<p>168 Responses</p>	<ul style="list-style-type: none"> • An online survey was developed and promoted as the main opportunity to provide input into the DIAP. The survey was available for one month and distributed to over 100 organisations and advertised to local residents and businesses.
<p>40 Attendees</p>	<ul style="list-style-type: none"> • One Stakeholder Consultation Workshop was held in October 2018. 105 ideas were generated for the DIAP Ideas Wall poster used as a tool to capture information at the workshops.
<p>250 Staff</p>	<ul style="list-style-type: none"> • Sydney Olympic Park Authority Staff forum presentation and the DIAP Ideas Wall poster. 50+ ideas generated by staff over a period of a month.
<p>1000+ Interactions (Verbal and Written Feedback)</p>	<ul style="list-style-type: none"> • Live on-site community feedback gained during the Invictus Games from 21 – 27 Oct 2018. 50+ ideas generated for the DIAP Ideas Wall poster by people with and without disability.
<p>250+ Interactions (Verbal and Written Feedback)</p>	<ul style="list-style-type: none"> • A special week long activation was developed in partnership with nine community service organisations to engage the Sydney Olympic Park community on ideas for an inclusive community and precinct, and to celebrate International Day of Persons with Disability on 3 December 2018. • Live on-site community feedback gained during the activation from 3-7 December 2018. 100+ ideas generated for the DIAP Ideas Wall poster by people with and without a disability.

DIAP Timeline



Community Feedback

Feedback from community consultation indicated that overall Sydney Olympic Park was a stand out location for accessibility, where people with disability are generally able to conduct their activities, feel safe and are included as part of the community. Transport to Sydney Olympic Park, combined with parking, way finding and distance between venues in the Park, came across as the key challenges faced by people with disability and access needs.

Key areas where the community feels the Authority is performing well:

- Most precincts and buildings in the Park are accessible
- Access to various places with ramps and smooth pathways
- Working with organisations like Invictus Games to raise awareness of access and inclusion
- Many parts of the Park able to accommodate those with need and their carers

- Large and spread out open areas to cater for people with disability
- Many access features are integrated into the design of the Park
- Lifts and escalators in most public buildings managed by the Authority
- Good public area lighting
- The railway station has braille on most signage and hearing loops in some locations
- Accommodation and services within the Park are an advantage to people with a disability

Key areas for improvement as identified by the community:

- Install a lift in the Quaycentre
- More accessible public toilets, including an adult change facility
- Establish a central point / hub of all access and inclusion information
- Involve people with lived experience of access, inclusion and disability in planning
- Promote access and inclusion achievements across all marketing channels
- Staff training in access and inclusion awareness, including mental health awareness
- Rest stops, seats, pedestrian transport and event linkages for older people
- Technology to assist connectivity and way finding within the park
- More pedestrian crossings

- On demand transport options combined with accessible drop-off / pick-up zones
- Urban design consistency in the public domain to support accessibility
- Challenge negative cost benefit perceptions of access and inclusion
- Place making and arts approach to improving access and inclusion
- Arts, culture and place making initiatives to include people with a disability
- Improve disability access to restaurants and bars in the precinct
- Track disability and access issues and concerns on an ongoing basis
- Upgraded accessible parking in Olympic Boulevard
- Make the Sydney Olympic Park Wharf more friendly for vision impairment



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Key Outcomes and Appendices

Sydney Olympic Park

Access and inclusion ideas wall

Sydney Olympic Park Authority is committed to developing access and inclusion for all our Park users and staff. We are seeking feedback in October 2018 on access and inclusion at Sydney Olympic Park to inform the Authority's Disability Inclusion Action Plan (DIAP) 2019–22. Give us your feedback today, right here on our Ideas Wall.



Improve

How can SOPA improve access and inclusion opportunities at the Park?



Remove

How can SOPA remove barriers to access and inclusion at the Park?



Celebrate

How can SOPA celebrate access and inclusion through arts, events and activations at the Park?



www.gov.au/DIAPsurvey

SydneyOlympicPark

Key Outcomes and Strategies

The Authority has identified the following key strategies for how it will support disability inclusion in each of the four key focus areas.

DIAP Focus areas	Strategies
<p>Attitudes and behaviour</p> <p>Identifying approaches for creating positive public attitudes and actions towards disability inclusion.</p>	<ol style="list-style-type: none"> 1. Increase awareness about access and inclusion improvement opportunities and mechanisms in the Authority's team, supported by training consistent with the DIAP vision 2. Increase awareness in the Sydney Olympic Park community about the benefits of improving access and inclusion 3. Celebrate and value people with a disability in the community 4. Promote Sydney Olympic Park as a destination for disability organisations and community services
<p>Liveable Communities</p> <p>Working with Community partners to create accessible, liveable and inclusive environments in which everyone would want to live, work and play.</p>	<ol style="list-style-type: none"> 5. Ensure that the Authority's venues, assets and amenities meet best practice access to premises standards 6. Improve access, connectivity and way finding within Sydney Olympic Park to support accessibility and mobility needs 7. Increase accessible tourism opportunities, recreational and education programs for people with a disability and their carers 8. Improve urban design planning and implementation to support universal design over and above regulatory compliance 9. Use technology to improve access and inclusion, and to reduce costs and time in delivering appropriate outcomes 10. Develop partnership and promotion opportunities with neighbouring local councils to deliver disability initiatives 11. Improve access and inclusion experience for parking spaces 12. Ensure that adequate affordable and adaptable housing, amenities and connectivity are available within Sydney Olympic Park that support people with a disability

DIAP Focus areas	Strategies
<p>Employment</p> <p>Maximising the opportunity of people with a disability to obtain and retain meaningful employment enjoying financial security and independence</p>	<p>13. Increase engagement of people with a disability within the Park, across employment, volunteer and internship roles</p> <p>14. Retain and support employees and volunteers with a disability</p> <p>15. Review procurement guidelines to find ways to support and encourage people with a disability and participation limitations</p> <p>16. Support access and inclusion organisations in securing office spaces within Sydney Olympic Park</p>
<p>Systems and Processes</p> <p>Removing the barriers imposed on people with a disability in navigating access to services and information</p>	<p>17. Review the Authority’s visitor and customer engagement systems and processes to improve access and inclusion</p> <p>18. Ensure information on access and inclusion is easily accessible in one location online</p> <p>19. Strengthen the role of the Authority’s Access Advisory Committee to provide leadership across access and inclusion</p> <p>20. Involve people with lived experience of disability and diversity needs into decision making on access and inclusion outcomes</p> <p>21. Include DIAP outcomes in staff performance plans</p> <p>22. Improve commercial services and financial governance processes to increase access and inclusion outcomes</p>

Focus area: Attitudes and Behaviour

Identifying approaches for creating positive public attitudes and actions towards disability inclusion.

Strategy	Action	Success Measures	Responsible	Timing
1. Increased awareness about access and inclusion improvement opportunities and mechanisms in the Authority's team	<ul style="list-style-type: none"> a. DIAP distributed to staff supported by staff and senior management presentations b. Undertake access and inclusion audits of the Authority's venues, events and activities to update venue access guides c. Promote disability achievements regularly d. Organise access and inclusion staff training 	<ul style="list-style-type: none"> • All Authority staff aware of access and inclusion services and programs at Sydney Olympic Park, and actively seeking feedback from and considering people with disability. 	Place Making, Venue Management and Business Support Teams	Short term (1-2 years)
2. Increased awareness in the Sydney Olympic Park community about the benefits of improving access and inclusion	<ul style="list-style-type: none"> a. The Authority's DIAP 2019-22 distributed to key stakeholders b. The Authority's team encouraged to keep up to date with DIAPs of local venues and organisations to identify collaboration opportunities c. Connect local businesses, venues and community with disability organisations d. Support access and inclusion training for the wider Sydney Olympic Park community e. Incentivise access and inclusion initiatives within Sydney Olympic Park 	<ul style="list-style-type: none"> • A high awareness of the Authority's DIAP and DIAPs of other businesses based at Sydney Olympic Park • Improved participation and customer satisfaction rates in programs and events at Sydney Olympic Park, from people with a disability 	Place Making and Business Support Teams with support from other teams	Medium term (1-3 Years)
3. Celebrate and value people with disability in the community	<ul style="list-style-type: none"> a. Celebrate IDWPD annually on 3 December b. Have people with disability included into the Authority's programs and community events c. Investigate setting up an artist in residence program focussed on artists with a disability 	<ul style="list-style-type: none"> • Good reputation in the Park community for providing high level customer service in access and inclusion • Increase in access and inclusion partnerships and programs 	Place Making Team	Medium term (1-3 Years)

Strategy	Action	Success Measures	Responsible	Timing
4. Sydney Olympic Park is known as a destination for disability organisations and community services	a. Support and encourage hosting of events that promote access and inclusion b. Offer more customised participation opportunities for people with disability in our sports, education and visitor programs. c. Investigate options for reduced fees or free entry for carers and persons with a disability	<ul style="list-style-type: none"> Increased hire of Sydney Olympic Park venues by disability organisations Greater accessible sports and recreation activity at Sydney Olympic Park. 	Place Making, Education and Visitor Programs Team, Venue Management, Commercial	Medium term (1-3 Years)

Focus area: Liveable Communities

Working with community partners to create accessible, liveable and inclusive environments in which everyone would want to live, work and play.

Strategy	Action	Success Measures	Responsible	Timing
1. The Authority's venues, assets and amenities meet best practice access to premises standards	<ul style="list-style-type: none"> a. Undertake access and inclusion audits of the Authority's venues, events and activities b. Plan adequate capital upgrades to meet best practice prioritising Quaycentre accessible lift, more public toilets, adult change facility, accessible seating, review of tactile paths and hearing loops. c. Plan accessible amenities as part of any new residential developments. d. Identify options for temporary and permanent quiet spaces to support both mental health and spiritual needs. 	<ul style="list-style-type: none"> • All the Authority's venues to meet minimum access to premises standards and achieve beyond minimum compliance requirements, wherever possible 	Asset Management and Environmental Services, Venue Management.	Medium to long (2-4 years)
2. Improved access, connectivity and way finding within Sydney Olympic Park to support accessibility and mobility needs	<ul style="list-style-type: none"> a. Plan and implement transport solutions for easier movement through town centre. b. Plan and implement rest stops, pedestrian transport and seating for older people. c. Plan and implement way finding solutions to help visitors navigate the Park, especially for major events d. Ensure sufficient and convenient set-down and pick-up areas in the town centre. e. Review pedestrian lighting within Sydney Olympic Park to ensure safe access. f. Review the possibility of providing more pedestrian crossings and light crossings throughout Sydney Olympic Park. 	<ul style="list-style-type: none"> • Sydney Olympic Park has effective and efficient connectivity and way finding experience, as reported through customer surveys 	Asset Management and Environmental Services, Place Management	Medium to long (2-4 years)

Strategy	Action	Success Measures	Responsible	Timing
3. Provide recreational programs for people with a disability and their carers	a. Provide adequate recreational, social and fitness activities for people with a disability and their carers to support wellbeing.	<ul style="list-style-type: none"> New carer friendly programs are introduced 	Place Management Venue Management	Short to Medium (1-3 years)
4. Develop educational experiences for people with a disability and their carers	<p>a. Develop and deliver self-guided experiences for people with a disability, utilising a variety of sites that include both the built and natural environments at Sydney Olympic Park.</p> <p>b. Develop and deliver excursion programs and guided education programs for special needs students and their teachers.</p> <p>c. Any development of 'Visitor/Education Centres' must cater for special needs by designing appropriate interaction and learning spaces.</p>	<ul style="list-style-type: none"> New education programs are developed for access and inclusion needs. Programs are promoted and booked. Visitor/Education centres are designed with amenities and learning spaces that cater for people of all ages and promote inclusive tourism. 	Place Management	Short to Medium (1-3 years)
5. Improve urban design planning and implementation to support universal design	a. Review urban design consistency in the Sydney Olympic Park urban core to ensure pathways and access routes clear and free of obstruction accessible footpaths.	<ul style="list-style-type: none"> Urban design policies and guidelines are updated with access and inclusion criteria 	Asset Management and Environmental Services	Short to Medium (1-3 years)

Strategy	Action	Success Measures	Responsible	Timing
6. Technology is used to improve access and inclusion, and to reduce costs and time in delivering appropriate outcomes	<ul style="list-style-type: none"> a. Smart infrastructure planning and implementation to include accessibility and inclusion solutions. b. Maintain the online accessibility map and add more relevant information to it. 	<ul style="list-style-type: none"> • Smart infrastructure includes accessibility and inclusion features 	Asset Management and Environmental Services	Short to Medium (1-3 years)
7. Develop partnership and promotion opportunities with Local and NSW Government agencies and internationally, wherever possible, to deliver disability outcomes	<ul style="list-style-type: none"> a. Continue to support the Authority's Sports Development model in featuring Paralympic sport and training at all levels. b. Businesses and venues have access to grants and support needed to provide a better accessible and inclusive environment, and utilise these effectively. 	<ul style="list-style-type: none"> • More services and programs delivered in partnership with Government 	Commercial Services, Place Management, Venue Management, Business Support	Short to Medium (1-3 years)
8. Improve access and inclusion experience for parking spaces	<ul style="list-style-type: none"> a. Develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility during the parking experience. 	<ul style="list-style-type: none"> • Seamless experience for parking, as reported through customer surveys 	Commercial Services, Asset Management and Environmental Services	Short to Medium (1-3 years)
9. To have adequate affordable and adaptable housing, amenities and connectivity available within Sydney Olympic Park that support people with a disability	<ul style="list-style-type: none"> a. Review the Authority's affordable housing requirements to support disability needs. b. Maintain or improve accessible parking and public open space targets in Master Plan c. Promote and enforce Access Impact Statements in major developments 	<ul style="list-style-type: none"> • Affordable housing requirements clearly outline disability needs • Increases accessible parking, public open spaces and access impact statements 	Asset Management and Environmental Services, Commercial Services	Medium to long (2-4 years)

Focus area: Meaningful Employment

Maximising the opportunity of people with disability to obtain and retain meaningful employment enjoying financial security, independence and self-esteem that comes with this.

Strategy	Action	Success Measures	Responsible	Timing
1. Increased employment of people with disability within Sydney Olympic Park	<ul style="list-style-type: none"> a. Gather access and disability staff data for Sydney Olympic Park Authority. b. Plan a disability and diversity employment strategy aimed at increasing representation in the Authority's team. c. Encourage local businesses and major event venues to employ more people with disability as part of their DIAP. d. Engage disability employment agencies to encourage work, volunteer and internship opportunities in Sydney Olympic Park. 	<ul style="list-style-type: none"> • Increase in employment of people with disability in Sydney Olympic Park in line with merit selection processes 	Business Support	Medium to long (2-4 years)
2. Retain and support employees and volunteers with a disability.	<ul style="list-style-type: none"> a. Create a disability and a carer-friendly work culture within the Authority, including developing and promoting flexible working arrangements that support carers. b. Seek regular feedback from staff on access and inclusion needs. 	<ul style="list-style-type: none"> • A work culture supportive of access and inclusion, as reported through staff surveys 	Business Support	Medium to long (2-4 years)
3. The Authority's procurement guidelines support engagement of people with disability	<ul style="list-style-type: none"> a. Review the Authority's procurement guidelines to encourage organisations that engage of people with a disability. 	<ul style="list-style-type: none"> • The Authority engages more organisations and contractors that employ people with a disability 	Asset Management and Environmental Services	Medium to long (2-4 years)
4. Support access and inclusion organisations in securing office spaces in Sydney Olympic Park	<ul style="list-style-type: none"> a. Review the Authority's community facility and commercial licensing policies to encourage access and inclusion best practice. 	<ul style="list-style-type: none"> • More access and inclusion organisations are based at Sydney Olympic Park 	Commercial Services, Place Management	Medium to long term (2-4 years)

Focus area: Systems and Processes

Removing the barriers imposed on people with disability in navigating access to services and information provided by the Authority.

Strategy	Action	Success Measures	Responsible	Timing
1. The Authority's visitor and customer engagement systems and processes are accessible	<p>a. Audit the Authority's systems and processes across all aspects of customer engagement to remove barriers and ensure best practice, wherever possible.</p> <p>b. Include access and inclusion as a compulsory feature of operations planning.</p>	<ul style="list-style-type: none"> All Authority's venues meet minimum access to premises standards All events are accessible and inclusive, wherever possible 	Venue Management Place Management Commercial Services	Medium to long (2-4 years)
2. Information on access and inclusion is easily accessible in one location	<p>a. Create one central hub of information on the website that contains all information about access and inclusion at Sydney Olympic Park, including access maps and links to similar pages of major venues</p> <p>b. Provide Authority's information in a range of formats that delivers best practice</p> <p>c. Nominate a position in the Authority to coordinate and lead access and inclusion supported by staff from each business unit.</p>	<ul style="list-style-type: none"> The Authority's website has an updated page on access and inclusion Access and inclusion information is available in a range of accessible formats Access and inclusion is managed and coordinated appropriately 	Place Management and Business Support	Short term (6 months - 2 years)
3. Support and strengthen the role of the Authority and the Access Advisory Committee to provide leadership across access and inclusion	<p>a. Rename the committee to "Access and Inclusion Leadership Group" and increase membership and frequency of meetings</p> <p>b. Establish clear processes for the Authority's staff and the wider Sydney Olympic Park community to refer items and ideas to the Access Advisory Committee.</p>	<ul style="list-style-type: none"> Increased community and staff representation to the Authority's Access and Inclusion Leadership Group 	Place Management	Short term (1-2 years)
4. Involve people with lived experience of disability into decision making on access and inclusion outcomes	<p>a. Develop a community and stakeholder engagement strategy that encourages all projects to include a section on involving people with access and inclusion needs.</p>	<ul style="list-style-type: none"> More people with disability and diversity needs participating in the Authority's projects 	Place Management	Short term (1-2 years)

Strategy	Action	Success Measures	Responsible	Timing
5. Include DIAP outcomes in staff performance development plans	a. Managers to include DIAP outcomes in staff performance development plans.	<ul style="list-style-type: none"> Staff PDPs include DIAP outcomes and metrics 	All	Short term (1-2 years)
6. Support access and inclusion through financial and governance processes	<p>a. Design financial documentation such as service agreements / contracts / payment methods in ways that is mindful of people with limited understanding of government processes or limited accessibility.</p> <p>b. Develop governance structures that help develop community run groups or initiatives to be proactive on access and inclusion.</p>	<ul style="list-style-type: none"> Updated financial documentation and governance structures available for use 	Asset Management and Environmental Services, Place Management	Long term (3-4 years)
7. Improve systems and processes across commercial services to increase access and inclusion outcomes	<p>a. Promote accessible and inclusive features of the venues and sites based at Sydney Olympic Park including the Authority's venues, as part of dealing with external stakeholders for commercial service outcomes</p> <p>b. Explore strategies to actively seek access and inclusion focussed business events to be held at Sydney Olympic Park</p> <p>c. Investigate ways to enhance access and inclusion outcomes in the Authority's community facility and commercial licensing policies.</p> <p>d. Investigate ways to support access and inclusion organisations to be based at Sydney Olympic Park</p>	<ul style="list-style-type: none"> More access and inclusion business events held at Sydney Olympic Park More access and inclusion organisations approached in regards to being based at Sydney Olympic Park New ways explored to improve access and inclusion outcomes in the Authority's community facility and commercial licensing policies. 	Commercial services	Long term (3-4 years)



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Communication, Monitoring, Evaluation and Reporting



CHANGING LIVES
THROUGH
SPORT

Principal Sponsor
Australian Government
Australian Sports Commission

Communication, Monitoring, Evaluation and Reporting

Communication

DIAP 2019-22 will be:

- Made available through the Authority's website and distributed to retailers and local communities in and around the Park.
- Distributed to the Disability Council NSW, stakeholders and venues who participated in the consultation, with alternative formats available on request and in a timely manner.
- Circulated to the Executive and leadership team within the Authority and made available to all staff through the intranet, supported by staff and team presentations.
- Promoted and distributed through each business unit to commence relevant actions.

Monitoring

The DIAP progress will be monitored through the means below, with strategies and action modified as needed to achieve the agreed goals and outcomes.

- The Executive of the Authority will be updated regularly by the Director Place Management through the weekly Executive Meetings and through other strategic meetings.
- Access and Inclusion will be added to the monthly leadership meeting reports and any ongoing strategic reviews.
- Access and Inclusion Leadership Group will meet at least 4 times in a year and review the progress of the DIAP.
- Members of the Authority's Access and Inclusion Leadership Group will provide advice to the Executive/Senior management on access legislation and best practice in community inclusion and liveability.

- Each business unit identified with an area of commitment in this DIAP will monitor their allocated actions and strategies through their ongoing team and senior manager meetings.
- Ongoing reporting by the nominated access and inclusion lead position supported by staff from Authority's business units who will meet quarterly to review the DIAP implementation.

Evaluation Criteria

- Increased contact and improved communication with the Park community who have a lived experience of disability and accessibility needs.
- Positive feedback and reduced grievances on access and inclusion issues, and awareness about the DIAP, as reported through customer and staff surveys.

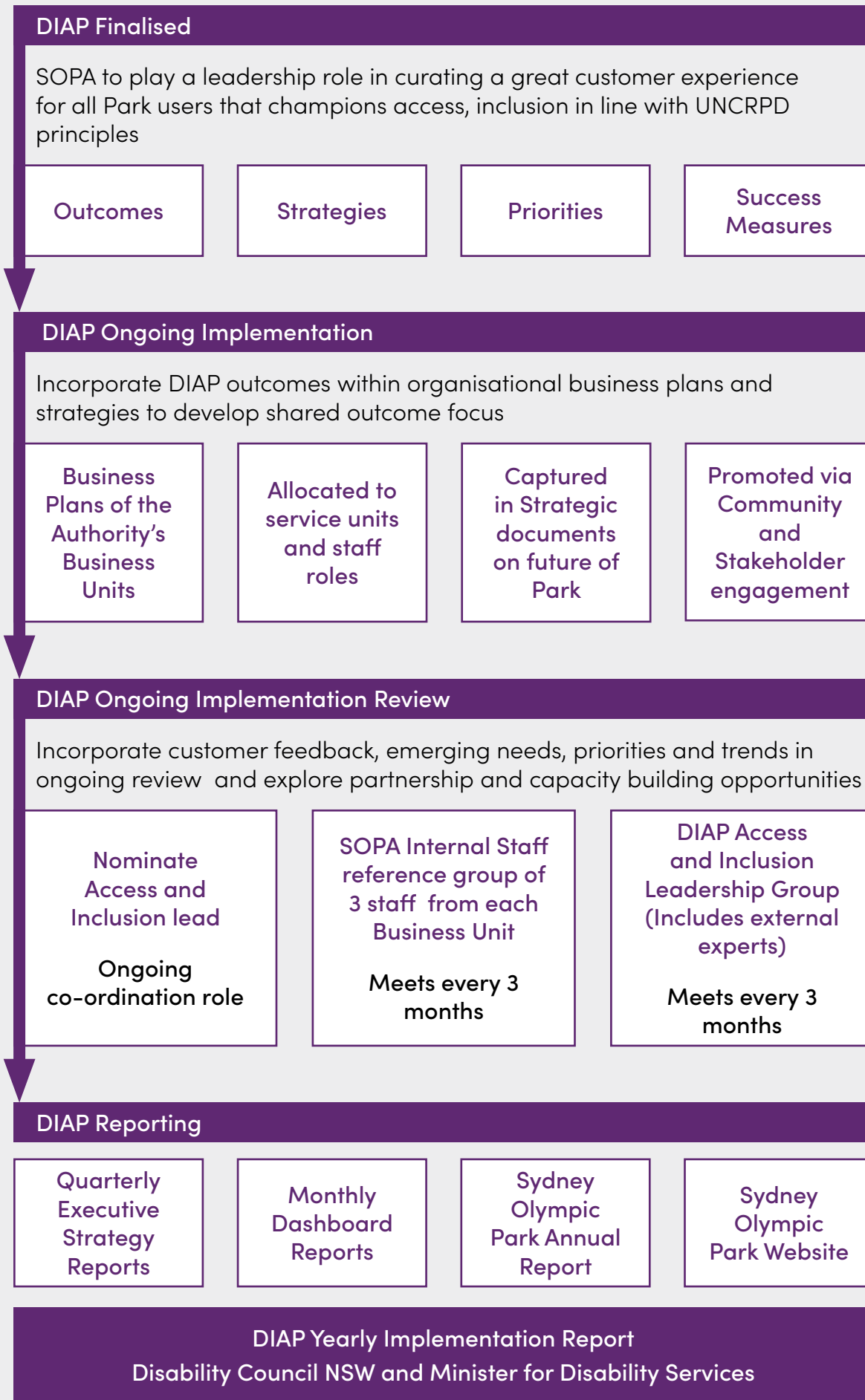
- Change in attitudes of staff towards access and inclusion, as reported through staff surveys.
- Improved accessibility of the Authority's assets, venues and activities, as captured through ongoing onsite and online customer feedback.
- Relevant internal and external stakeholders will also evaluate the effectiveness of the DIAP strategies on a regular basis.

Reporting

- Annual DIAP implementation report to Disability Council of NSW to be completed jointly by Place Management and Asset and Environmental Management teams by each November
- Annual DIAP implementation report to be made available on the Authority's website.
- Report on DIAP implementation to be included within the Authority's Annual report.



Implementation and Evaluation Process



SydneyOlympicPark

Social model

We need to move from a medical model to a social model of disability which views people with disability as not being disabled by their impairment but by the barriers in the community.

United Nations Convention on the Rights of Persons with Disabilities

100% ARABICA COFFEE... TO GO!

USE THE WIDE ACCESS GATE FOR THE FOLLOWING



SydneyOlympicPark

InvisAbility

Not all disabilities are visible. 1 in 6 Australians are affected by hearing loss. 230,000 have Autism. Around how many Australians live with depression or anxiety?

250,000 750,000 3 Million



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Appendices



Appendix 1

Sydney Olympic Park Authority Department Actions

AB Attitudes and Behaviours

LC Liveable Communities

ME Meaningful Employment

SP Systems and Processes

Place Management	Timeframe	Reference
1. Nominate a position in the Authority to coordinate and lead access and inclusion outcomes	Short-term (First 6 months)	SP
2. Nominate two members who will meet quarterly with the Authority's nominated access and inclusion lead to review the DIAP implementation	Short-term (First 6 months)	SP
3. DIAP distributed to staff supported by staff and senior management presentations	Short term (First 6 months)	AB
4. Undertake access and inclusion audits of the Authority's venues, events and activities to update and distribute venue access guides	Short term (1-2 years)	AB
5. Promote disability achievements regularly	Short term (1-2 years)	AB
6. Organise access and inclusion staff training	Short term (1-2 years)	AB
7. Create one central hub of information on the website that contains all information about access and inclusion at Sydney Olympic Park, including access maps and links to similar pages of major venues	Short term (1-2 years)	SP
8. Provide the Authority's information in a range of formats that provides best practice	Short term (1-2 years)	SP
9. Rename the Access Advisory Committee" to "Access and Inclusion Leadership Group" and increase membership and frequency of meetings	Short term (1-2 years)	SP
10. Establish clear processes for the Authority's staff and the wider Sydney Olympic Park community to refer items and ideas to the Access Committee	Short term (1-2 years)	SP
11. Develop a community and stakeholder engagement strategy that encourages all projects to include a section on involving people with access and inclusion needs	Short term (1-2 years)	SP

12. Managers to include DIAP outcomes in staff performance development plans.	Short term (1-2 years)	SP
13. The Authority's DIAP distributed to key stakeholders	Medium term (1-3 years)	AB
14. The Authority's team to keep up to date with DIAPs of other businesses in Sydney Olympic Park to identify collaboration opportunities	Medium term (1-3 years)	AB
15. Connect local businesses, venues and community with disability organisations	Medium term (1-3 years)	AB
16. Support access and inclusion training for the wider Sydney Olympic Park community	Medium term (1-3 years)	AB
17. Incentivise access and inclusion initiatives within Sydney Olympic Park	Medium term (1-3 years)	AB
18. Celebrate International Day of Persons with a Disability annually on 3 December	Medium term (1-3 years)	AB
19. Have people with disability included into the Authority's arts programs and community events	Medium term (1-3 years)	AB
20. Investigate setting up an artist in residence program focussed on artists with a disability	Medium term (1-3 years)	AB
21. Support and encourage hosting of events that promote access and inclusion	Medium term (1-3 years)	AB
22. Offer more customised participation opportunities for people with disability in our sports, education and visitor programs.	Medium term (1-3 years)	AB
23. Provide adequate recreational, social and fitness activities for people with a disability and their carers to support wellbeing	Medium term (1-3 years)	LC
24. Develop and deliver self-guided experiences for people with a disability, utilising a variety of sites that include both the built and natural environments at Sydney Olympic Park.	Medium term (1-3 years)	LC
25. Develop and deliver excursion programs and guided education programs for special needs students and their teachers.	Medium term (1-3 years)	LC
26. Any development of 'Visitor/Education Centres' must cater for special needs by designing appropriate interaction and learning spaces.	Medium term (1-3 years)	LC
27. Businesses and venues have access to grants and support needed to provide a better accessible and inclusive environment	Medium term (1-3 years)	LC
28. Audit the Authority's systems and processes across all aspects of customer engagement to remove barriers and ensure best practice, wherever possible.	Medium to long term (2 – 4 years)	SP
29. Include access and inclusion as a compulsory feature of operations planning	Medium to long term (2 – 4 years)	SP
30. Develop governance structures that help develop community run groups or initiatives to be proactive on access and inclusion.	Long term (3 – 4 years)	SP

Business Support	Timeframe	Reference
1. DIAP distributed to staff supported by staff and senior management presentations	Short term (First 6 months)	AB
2. Nominate two members who will meet quarterly with the Authority's nominated access and inclusion lead to review the DIAP implementation	Short-term (First 6 months)	SP
3. Undertake access and inclusion audits of SOPA venues, events and activities to update and distribute venue access guides	Short term (1-2 years)	AB
4. Promote disability achievements regularly	Short term (1-2 years)	AB
5. Organise access and inclusion staff training	Short term (1-2 years)	AB
6. Create one central hub of information on the website that contains all information about access and inclusion at Sydney Olympic Park, including access maps and links to similar pages of major venues	Short term (1-2 years)	SP
7. Provide the Authority's information in a range of formats that provides best practice	Short term (1-2 years)	SP
8. The Authority's DIAP distributed to key stakeholders	Medium term (1 – 3 years)	AB
9. The Authority's team to keep up to date with DIAPs of other businesses in Sydney Olympic Park to identify collaboration opportunities	Medium term (1 – 3 years)	AB
10. Connect local businesses, venues and community with disability organisations	Medium term (1 – 3 years)	AB
11. Support access and inclusion training for the wider Sydney Olympic Park community	Medium term (1 – 3 years)	AB
12. Incentivise access and inclusion initiatives within Sydney Olympic Park	Medium term (1 – 3 years)	AB
13. Gather access and disability staff data for Sydney Olympic Park Authority	Medium to long term (2 – 4 years)	ME
14. Plan a disability and diversity employment strategy aimed at increasing representation in the Authority's team	Medium to long term (2 – 4 years)	ME
15. Encourage local businesses and major event venues to employ more people with disability as part of their DIAP.	Medium to long term (2 – 4 years)	ME
16. Engage disability employment agencies to refer people to work and volunteer in Sydney Olympic Park	Medium to long term (2 – 4 years)	ME
17. Create a disability and a carer-friendly work culture within the Authority's, including develop and promote flexible working arrangements that support carers and people with disability	Medium to long term (2 – 4 years)	ME
18. Seek regular feedback from staff on access and inclusion needs	Medium to long term (2 – 4 years)	ME
19. Audit the Authority's systems and processes across all aspects of customer engagement to remove barriers and ensure best practice, wherever possible.	Medium to long term (2 – 4 years)	SP

Venue Management	Timeframe	Reference
1. Nominate two members who will meet quarterly with the Authority's nominated access and inclusion lead to review the DIAP implementation	Short-term (First 6 months)	SP
2. DIAP distributed to staff supported by staff and senior management presentations	Short term (First 6 months)	AB
3. Undertake access and inclusion audits of the Authority's venues, events and activities to update and distribute venue access guides	Short term (1-2 years)	AB
4. Promote disability achievements regularly	Short term (1-2 years)	AB
5. Organise access and inclusion staff training	Short term (1-2 years)	AB
6. The Authority's DIAP distributed to key stakeholders	Medium term (1-3 years)	AB
7. Support and encourage hosting of events that promote access and inclusion	Short to medium (1 – 3 years)	AB
8. Offer more customised participation opportunities for people with disability in our sports, education and visitor programs.	Short to medium (1 – 3 years)	AB
9. Investigate options for reduced fees or free entry for carers and persons with a disability	Short to medium (1 – 3 years)	AB
10. Provide adequate recreational, social and fitness activities for people with a disability and their carers to support wellbeing	Short to medium (1 – 3 years)	LC
11. Businesses and venues have access to grants and support needed to provide a better accessible and inclusive environment, and utilise these effectively	Short to medium (1 – 3 years)	LC
12. Undertake access and inclusion audits of the Authority's venues, events and activities	Medium to long (2 – 4 years)	LC
13. Plan adequate capital upgrades to meet best practice prioritising Quay Centre accessible lift, more public toilets, adult change facility , accessible seating, review of tactile paths and hearing loops	Medium to long (2 – 4 years)	LC
14. Identify options for temporary and permanent quiet spaces to support both mental health and spiritual needs	Medium to long (2 – 4 years)	LC
15. Plan and implement adequate rest stops and buggies and seating for older people	Medium to long (2 – 4 years)	LC
16. Plan and implement way finding solutions to help visitors navigate the Park, specially for major events	Medium to long (2 – 4 years)	LC
17. Undertake an Audit of the Authority's systems and processes across all aspects of customer engagement to ensure best practice, and remove barriers wherever possible	Medium to long (2 – 4 years)	SP
18. Include access and inclusion as a compulsory feature of operations planning	Medium to long (2 – 4 years)	SP

Asset Management and Environmental Services	Timeframe	Reference
1. Nominate two members who will meet quarterly with the Authority's nominated access and inclusion lead to review the DIAP implementation	Short-term (First 6 months)	SP
2. DIAP distributed to staff supported by staff and senior management presentations	Short term (First 6 months)	AB
3. The Authority's DIAP distributed to key stakeholders	Medium term (1-3 years)	AB
4. Review urban design consistency in the Sydney Olympic Park urban core to ensure pathways and access routes clear and free of obstruction accessible footpaths.	Short to medium term (1 – 3 years)	LC
5. Smart infrastructure planning and implementation to include accessibility and inclusion solutions	Short to medium term (1 – 3 years)	LC
6. Develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility during the parking experience.	Short to medium term (1 – 3 years)	LC
7. Undertake access and inclusion audits of the Authority's venues, events and activities to update and distribute venue access guides	Medium to long term (2 – 4 years)	LC
8. Plan adequate capital upgrades to meet best practice prioritising Quay Centre accessible lift, more public toilets, adult change facility , accessible seating, review of tactile paths and hearing loops	Medium to long term (2 – 4 years)	LC
9. Plan accessible amenities as part of local parks in any new residential developments	Medium to long term (2 – 4 years)	LC
10. Identify options for temporary and permanent quiet spaces to support both mental health and spiritual needs	Medium to long term (2 – 4 years)	LC
11. Plan and implement transport solutions for easier movement through Town Centre	Medium to long term (2 – 4 years)	LC
12. Plan and implement adequate rest stops and seating for older people	Medium to long term (2 – 4 years)	LC
13. Plan and implement way finding solutions to help visitors navigate the Park, specially for major events	Medium to long term (2 – 4 years)	LC
14. Review pedestrian lighting within Sydney Olympic Park to ensure safe access	Medium to long term (2 – 4 years)	LC

15. Review urban design consistency in the Sydney Olympic Park urban core to ensure pathways and access routes clear and free of obstruction	Medium to long term (2 - 4 years)	LC
16. Review the possibility of providing more pedestrian crossings and light crossings throughout Sydney Olympic Park	Medium to long term (2 - 4 years)	LC
17. Review the Authority's Affordable Housing requirements to support disability needs	Medium to long term (2 - 4 years)	LC
18. Maintain or improve accessible targets in Master Plan-parking and public open space	Medium to long term (2 - 4 years)	LC
19. Promote and enforce Access Impact Statements as part of the Major Developments	Medium to long term (2 - 4 years)	LC
20. Review the Authority's procurement guidelines to encourage organisations that engage people with a disability	Medium to long term (2 - 4 years)	ME
21. Design financial documentation such as service agreements / contracts / payment methods in ways that is mindful of people with limited understanding of government processes or limited accessibility.	Long term (3 - 4 years)	SP

Commercial Services	Timeframe	Reference
1. Nominate two members who will meet quarterly with the Authority's nominated access and inclusion lead to review the DIAP implementation	Short-term (First 6 months)	SP
2. DIAP distributed to staff supported by staff and senior management presentations	Short term (First 6 months)	AB
3. The Authority's DIAP distributed to key stakeholders	Medium term (1-3 years)	AB
4. Continue to support the Authority's Sports Development model in featuring Paralympic sport, training and community participation at all levels and major events	Short to medium term (1-3 years)	LC
5. Develop strategies to improve the information provided about accessible parking spaces, booking systems and the accessibility of key infrastructure in the parking experience	Short to medium term (1 – 3 years)	LC
6. Audit of the Authority's systems and processes across all aspects of customer engagement, as applicable for the Unit, to remove barriers and ensure best practice, wherever possible	Medium to long term (2 - 4 years)	SP
7. Promote accessible and inclusive features of the venues and sites based at Sydney Olympic Park including the Authority's venues, as part of dealing with external stakeholders for commercial service outcomes	Long term (3 – 4 years)	SP
8. Explore strategies to actively seek access and inclusion focussed business events to be held at Sydney Olympic Park	Long term (3 – 4 years)	SP
9. Investigate ways to enhance access and inclusion outcomes in the Authority's community facility and commercial licensing policies.	Long term (3 – 4 years)	SP
10. Investigate ways to support access and inclusion organisations to be based at Sydney Olympic Park	Long term (3 – 4 years)	SP

Appendix 2

Summary of Articles of the United Nations Convention on the Rights of Persons with Disabilities

The United Nations Convention on the Rights of Persons with Disabilities (CRPD) and its Optional Protocol (OP) were adopted on 13 December 2006, as the first comprehensive human rights treaty of the 21st century. It entered into force on 3 May 2008. 2016 marks the 10-year anniversary of the CRPD.

Article 1: Purpose

The purpose of the present Convention is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others.

Article 2: Definitions

For the purposes of the present Convention:

Communication	includes languages, display of text, Braille, tactile communication, large print, accessible multimedia as well as written, audio, plain-language, human-reader and augmentative and alternative modes, means and formats of communication, including accessible information and communication technology;
Language	includes spoken and signed languages and other forms of non spoken languages;
Discrimination on the basis of disability	means any distinction, exclusion or restriction on the basis of disability which has the purpose or effect of impairing or nullifying the recognition, enjoyment or exercise, on an equal basis with others, of all human rights and fundamental freedoms in the political, economic, social, cultural, civil or any other field. It includes all forms of discrimination, including denial of reasonable accommodation;
Reasonable accommodation	means necessary and appropriate modification and adjustments not imposing a disproportionate or undue burden, where needed in a particular case, to ensure to persons with disabilities the enjoyment or exercise on an equal basis with others of all human rights and fundamental freedoms;
Universal design	means the design of products, environments, programmes and services to be usable by all people, to the greatest extent possible, without the need for adaptation or specialised design. "Universal design" shall not exclude assistive devices for particular groups of persons with disabilities where this is needed.

Article 3: General Principles

The principles of the present Convention shall be:

1. Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
2. Non-discrimination;
3. Full and effective participation and inclusion in society;
4. Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
5. Equality of opportunity;
6. Accessibility;
7. Equality between men and women;
8. Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

Article 4: General Obligations

Countries that join in the Convention engage themselves to develop and carry out policies, laws and administrative measures for securing the rights recognized in the Convention and abolish laws, regulations, customs and practices that constitute discrimination.

Article 5: Equality and non-discrimination

Everyone is entitled to the equal protection and benefit of the law without discrimination.

Article 6: Women with disabilities

Countries must take all appropriate measures to ensure that women with disability are able to fully enjoy the rights and freedoms set out in the Convention.

Article 7: Children with disabilities

The best interests of the child must be a primary consideration in all actions concerning children with disability.

Article 8: Awareness-raising

Countries must raise awareness of the rights, capabilities and contributions of people with disability.

Article 9: Accessibility

People with disability have the right to access all aspects of society on an equal basis with others including the physical environment, transportation, information and communications, and other facilities and services provided to the public.

Article 10: Right to life

People with disability have the right to life. Countries must take all necessary measures to ensure that people with disability are able to effectively enjoy this right on an equal basis with others.

Article 11: Situations of risk and humanitarian emergencies

Countries must take all necessary measures to ensure the protection and safety of all people with disability in situations of risk, including armed conflict, humanitarian emergencies and natural disasters.

Article 12: Equal recognition before the law

People with disability have the right to recognition as people before the law. People with disability have legal capacity on an equal basis with others in all aspects of life. Countries must take appropriate measures to provide support to people with disability so that they can effectively exercise their legal capacity.

Article 13: Access to justice

People with disability have the right to effective access to justice on an equal basis with others, including through the provision of appropriate accommodations.

Article 14: Liberty and security of person

People with disability have the right to liberty and security of person on an equal basis with others.

Article 15: Freedom from torture or cruel, inhuman or degrading treatment or punishment

People with disability have the right to be free from torture and from cruel, inhuman or degrading treatment or punishment.

Article 16: Freedom from exploitation, violence and abuse

People with disability have the right to be protected from all forms of exploitation, violence and abuse, including their gender based aspects, within and outside the home.

Article 17: Protecting the integrity of the person

Every person with disability has a right to respect for his or her physical and mental integrity on an equal basis with others.

Article 18: Liberty of movement and nationality

People with disability have the right to a nationality and liberty of movement.

Article 19: Living independently and being included in the community

People with disability have the right to live independently in the community.

Article 20: Personal mobility

Countries must take effective and appropriate measures to ensure personal mobility for people with disability in the manner and time of their choice, and at affordable cost.

Article 21: Freedom of expression and opinion, and access to information

People with disability have the right to express themselves, including the freedom to give and receive information and ideas through all forms of communication, including through accessible formats and technologies, sign languages, Braille, augmentative and alternative communication, mass media and all other accessible means of communication.

Article 22: Respect for privacy

People with disability have the right to privacy. Information about people with disability, including personal information and information about their health should be protected.

Article 23: Respect for home and the family

People with disability have the right to marry and to found a family. Countries must provide effective and appropriate support to people with disability in bringing up children, and provide alternative care to children with disability where the immediate family is unable to care for them.

Article 24: Education

People with disability have a right to education without discrimination. Countries must provide reasonable accommodation and individualised support to maximise academic and social development.

Article 25: Health

People with disability have the right to the enjoyment of the highest attainable standard of health without discrimination.

Appendix 3

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Appendix 4

Accessible chart descriptions

Page 9: Our Structure flow chart

The Department of Planning, Industry and Environment reports directly into the Minister for Planning and Public Spaces. The Chief Executive Officer reports directly into the Sydney Olympic Park Authority Board and the Housing and Property Group.

The Sydney Olympic Park Authority Board reports into the Department of Planning, Industry and Environment.

The Executive Director Commercial, Director Place Management, Executive Director Business Support Director, Executive Director Asset Management and Environmental Services all report directly into the CEO.

Booking and Sales, Business Events, Commercial Property, Finance, Property Development, Sports Development, Aquatic Centre, Athletic Centre and Satellite Sports Facilities, NSW Hall of Champions, Programs and Engagement Strategy and Quaycentre report into the Executive Director Commercial.

Education and Visitor Programs, Lifestyle Programs, Place Activation and Strategy and Precinct Operations report into the Director Place Management.

Business Information, Information Technology, Legal, Risk and Corporate Governance, Marketing and Communications, Office Support and People and Culture report into the Executive Director Business Support.

Asset Management, Capital Program Delivery, Environment and Planning, Facilities Management - Site Presentation - Assets and Infrastructure Procurement report into the Executive Director Asset Management and Environmental Services.

Page 11: Sydney Olympic Park strategic context map - 10 specified areas.

North West Growth Area

- New neighbourhoods (land release areas)
- Industrial and urban service lands
- Biodiversity protection

Sydney Metro Northwest

- Rouse Hill to Chatswood

NorthConnex

- Connecting the M1 and M2 Motorways

Parramatta Light Rail

- Stage 1 Westmead to Carlingford
- Stage 2 Camellia to Sydney Olympic Park

Sydney Metro West

- Fast and Frequent connection between Greater Parramatta and Harbour CBD

Potential radial mass transit to Greater Parramatta from:

- Northwest
- Epping
- Bankstown-Kogarah

The GPOP Economic Corridor

- Westmead Health and Education precinct
- Urban renewal corridor from Camellia to Carlingford
- Advanced technology and urban services in Camellia, Rydalmere, Silverwater and Auburn
- Sydney Olympic Park Lifestyle Precinct

Freight Link

- Potential connection to Western Sydney Industrial and urban services land

East-West mass transit

- Potential rail connection Central River City to Western Parkland City

Greater Parramatta

- Metropolitan Centre
- New light rail infrastructure and services
- New neighbourhoods and urban renewal



ABOUT THE DESIGNER

Dom Freestone is a quadriplegic who studied a Bachelor of Visual Communication Design at the University of Newcastle, graduating in 2017 with the highest GPA of his graduating year.

Dom has a long history of working to empower people with disabilities and to educate able-bodied people about disabilities, particularly SCI. He often volunteers his time to causes around the Hunter; like ParaOud NSWs Mind Your Back program, Accessible Arts NSW, Jumo Health, Northcott, The Spine Care Foundation, Octapod, Disabled Surfers and CoAct.

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