

DDA Action Plan Example

**Access and
Equity Project
Title Page**

insert your organisation's logo

Prepared by
(Name of Consultant/Author)
(Date)

Table of Contents

Background	PAGE NO.
Future Direction	PAGE NO.
Rationale	PAGE NO.
Aim	PAGE NO.
Review of Policies and Programs	PAGE NO.
Key Issues and Strategies	PAGE NO.
Disability Action Plan	PAGE NO.

INTRODUCTION

The [Organisation] is committed to a policy of equal opportunity in the services it provides. The aim of the Disability Discrimination Act (DDA) Action Plan is to ensure that necessary steps are taken to promote equitable access to all facets of the [Organisation] as can reasonably be provided. The Action Plan aims to assist in the elimination of discriminatory practices and conditions for people with disabilities by [Organisation]. The Action Plan is an opportunity to formalise and ensure ongoing development of the current practices to improve the inclusivity of services provided by [Organisation].

The South Australian Disability Services Act, 1993 includes the following principles in relation to services for people with disabilities:

1. Persons with disabilities, regardless of the origin, nature or degree of their disabilities, are individuals:
 - (a) Who have an inherent right for respect of their human worth and dignity; and
 - (b) Who have the same fundamental human rights and responsibilities as other members of the Australian community; and
 - (c) Who have the same right as other members of the Australian community to realise their potential for intellectual, physical, social, emotional, sexual and spiritual development; and
 - (d) Who have the same rights as other members of the Australian community to choose their lifestyle and generally to control their own lives.
2. Persons with disabilities have a right to protection from neglect, abuse, intimidation and exploitation.
3. Persons with disabilities have the same rights as other members of the Australian community to receive the assistance and support that will enable them to exercise their rights, discharge their responsibilities and attain a reasonable quality of life.

Background

Insert background information about your organisation. Include:

- the role and function
- the service provided
- the process your organisation has followed in putting together this action plan
- target market

Future Direction

Insert the future direction of your organisation. Include:

- Funding and resources available
- Ideal outcome(s)
- Your organisations level of commitment to inclusive issues

Rationale

The DDA and your organisation's responsibility.

For example:

Inclusion is a process of adaptation, in which programs and procedures are modified to better serve the learning / participation requirements of participants with disabilities. It enables Coaches, Officials and Administrators of both the Centres and [Organisation] to welcome new players with all abilities and ensures that every athlete is challenged to learn and enjoy [sport/activity].

Learning, socialisation, independence and safety are assured for the participant when all Coaches / Officials / Administrators are aware of their role in the inclusion process.

Our commitment is to progress through the Action Plan and ensure that the facilities over time will have information provided that is culturally appropriate and user friendly to all patrons. We also aim to enhance the opportunities for participation and to ensure the availability of trained staff to assist people with special needs.

This Plan will consider the following groups:

- *People who are blind or have a vision impairment*
- *People with physical disabilities*
- *People with intellectual disabilities*
- *People with hearing impairments*
- *People with communication disabilities*
- *All groups*

AIM

Your outcome, what you want to achieve.

For Example:

- *It is our aim, through the implementation, evaluation and review of the [Organisation] Disability Action Plan, to reflect and promote the objects of the Disability Discrimination Act (1992) and to provide people with disabilities equal access to services and facilities.*
- *Provide opportunities for people with disabilities to be involved and participate in [sport/activity].*
- *Make available to people with disabilities a variety of options, similar to those offered to the 'average' participant, from recreational to competitive, from local to elite international standards.*
- *Improve Coaching and preparation of the [sport/recreation] team.*
- *Develop a network and structure, which will provide people with disabilities a sound direction to participate, compete and achieve.*
- *Promote [Organisation] in order to increase the profile and community awareness.*
- *Increase the number of participants in the [sport/activity].*
- *Encourage generic clubs and associations to undertake or to be involved in programs for people with disabilities.*
- *Ensure participants with disabilities are seen as **'participants'** to reinforce their **ability** and skill level rather than their disability.*

Accomplishments and positive attitudes developed on the playing field can have a positive impact on the quality of daily living for all participants.

REVIEW OF POLICIES AND PROGRAMS TO ACHIEVE THE OBJECTIVES OF SECTION 61 OF THE DDA

This is your organisations commitment to the Disability Discrimination Act.

For Example:

It is recommended that [Organisation] develop a formal disability policy for equal opportunity in the services they provide, thereby demonstrating their ongoing commitment towards eliminating discrimination. A policy entitled “Equal Opportunity for Participants with a Disability”, would include statements that seek to abolish discrimination within [Organisation].

- *[Organisation] is committed to a policy of equal opportunity in the services it provides. Consequently it is committed to ensuring that participants with disabilities are accorded complete and equitable access to opportunities provided by [Organisation] as circumstances would reasonably allow.*
- *[Organisation] accepts that it has a legal and moral responsibility to eliminate from its structures and practices any source of direct or indirect discrimination affecting participants with permanent or temporary disabilities.*
- *[Organisation] is working to achieve inclusive practices that meet the needs of all participants, including those with disabilities.*
- *[Organisation] is developing and implementing a Disability Action plan to ensure that it provides a physical and social environment in which participants with disabilities have easy access to all services provided by [Organisation]. Key issues in achieving this vision through the Action Plan are:*
 1. *[Organisation] policy ensures accessibility to [Organisation] competition and training programs.*
 2. *[Organisation] deliver services to participants with a disability with awareness and understanding of the issues affecting people with a disability.*
 3. *[Organisation] and its services are inclusive of all participants.*
 4. *[Organisation] will provide services in venues that are accessible.*
 5. *[Organisation] will provide opportunities for consultation with people with a disability in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms.*

The strategic plan of [Organisation] should reflect this strong commitment to eliminating discrimination.

This policy should be widely promoted and circulated to all clubs, members, coaches, officials and administrators of [Organisation].

KEY ISSUES AND STRATEGIES

Key Issue: Barrier to overcome

Strategies: What you want to do to achieve your objectives.
You can break these down further into task activities.

For Example:

Key Issue 1 [Organisation] policy ensures accessibility to [Organisation] competition and training programs.

Strategies

- 1. Develop a formal disability policy that is a public statement of the [Organisation] commitment to eliminating discrimination.*
- 2. Develop a Disability Action Plan for [Organisation]*
- 3. Incorporate the Disability Action Plan into [Organisation] strategic plan.*
- 4. Ensure policy allows the flexibility to allow for individual difference in competition opportunities.*
- 5. Ensure all [Organisation] policy is based on DDA principles, EEO policy, and has easily accessed complaints procedures.*
- 6. Monitor the implementation of the Disability Action Plan.*
- 7. Ensure that affiliated organisations, clubs and service providers have a clear understanding of their obligations under the DDA and that policies and practices are non discriminatory*

Key Issue 2 [Organisation] deliver services to [sport/activity] participants/players with a disability with awareness and understanding of the issues affecting people with a disability.

Key Issue 3 Information about [Organisation] and its services are inclusive of all participants.

Key Issue 4 [Organisation] will provide services in venues that are accessible.

Key Issue 5 [Organisation] will provide opportunities for consultation with people with a disability in decision-making processes regarding service delivery and in the implementation of complaints and grievance mechanisms.

Action Plan Example

Key Issue 1. [Organisation] policy ensures accessibility to [Organisation] competition and training programs				
Strategy	Action	Performance Indicator	Time Frame	Responsibility
<i>Develop a formal disability policy that is a public statement of [Organisation] commitment to eliminating discrimination.</i>	<i>[Organisation] develop and endorse the disability policy and anti-discrimination policy (which is circulated to all members and clubs).</i>	<ul style="list-style-type: none"> Disability and anti-discrimination policy endorsed. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Develop a Disability Action Plan for [Organisation].</i>	<i>Develop the [Organisation] Action Plan to incorporate disability outcomes.</i>	<ul style="list-style-type: none"> Action plan completed and accepted by management. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Incorporate the Disability Action Plan into [Organisation] strategic plan.</i>	<i>Develop the [Organisation] strategic plan to incorporate disability outcomes.</i>	<ul style="list-style-type: none"> Action plan issues and recommendations incorporated into strategic plan. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Ensure policy allows the flexibility to allow for individual difference in competition opportunities.</i>	<p><i>Investigate the options for including multi-disability events within current [Organisation] competition structures.</i></p> <p><i>Review policy to allow disability sporting and recreation groups to become affiliated with [Organisation].</i></p>	<ul style="list-style-type: none"> Include multi-disability events in current competition structures. Disability sporting and recreation groups affiliated with [Organisation]. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Ensure all [Sport Organisation] policy is based on DDA principles, EEO policy and has easily accessed complaints procedures.</i>	<i>Review EEO policies.</i>	<ul style="list-style-type: none"> [Organisation] develops policies and complaints procedure in line with EEO policy.. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Monitor the implementation of the Disability Action Plan.</i>	<ul style="list-style-type: none"> Progress to be assessed at every [Organisation] management meeting. 	<ul style="list-style-type: none"> Disability Action Plan monitored at management meetings. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>
<i>Ensure that affiliated organisations, clubs and service providers have a clear understanding of their obligations under the DDA and that policies and practices are non discriminatory.</i>	<ul style="list-style-type: none"> Job descriptions to ensure employees are aware of policies in DDA, EEO and anti-discrimination. 	<ul style="list-style-type: none"> Include DDA, EEO and anti-discrimination information in all future job descriptions and policies, as well as member and club handbooks about the provision of services in relation to the DDA. 	<i>Insert time frame</i>	<i>Insert the person(s) who would be responsible</i>

Appendix A

Access Checklist

This access checklist was adapted by the Badminton Association of SA Inc from Right of Access, *Villamanta Publishing Service*.

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
1. Policies and Procedures								
1.1 We have written policies, guidelines or codes or practice regarding access and equity.						<ul style="list-style-type: none"> Strategic Plan 	<ul style="list-style-type: none"> Review policies by-laws 	
1.2 We have a mechanism or consultative process for identifying potentially discriminatory elements in new and existing policies and guidelines.							<ul style="list-style-type: none"> Develop complaints process / contact person 	
2. Program Design and Review								
2.1 We have a means of knowing the access needs of actual and potential clients and participants with disabilities.							<ul style="list-style-type: none"> Identify and communicate with disability groups 	
2.2 Where programs and services have been / will be developed for, or to accommodate the needs of people with disabilities, they provided in a way which presents a positive, equitable and non-patronising attitude to people with disabilities.							<ul style="list-style-type: none"> Prepare policies / guidelines for programs with participants who have a disability 	
2.3 People with disabilities are consulted in the development of new programs and services and in the review of existing programs and services.							<ul style="list-style-type: none"> Research the needs of potential participants Annual tracking sheet 	Ongoing
2.4 There are opportunities for comment and / or complaints to be made regarding access issues with a clear mechanism and process for dealing with access-related comments and / or complaints.							<ul style="list-style-type: none"> Develop complaints process / contact person 	

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
3. Approach to the building								
3.1 There is continuous, unobstructed access to buildings and facilities with clear, colour-contrasted signage.						<ul style="list-style-type: none"> • Good access to building 	<ul style="list-style-type: none"> • Look at signs, court numbers • Emergency exits 	
4. Parking								
4.1 Parking bays are located reasonably close to buildings with suitable pathways to the entrance.						<ul style="list-style-type: none"> • Good lighting • Close to entrance • No obstructions 	<ul style="list-style-type: none"> • Establish disabled bays 	
5. Entrance to building								
5.1 The front entrance provides unassisted access to the building. If not, there is a sign providing clear directions to the closest accessible entry.							<ul style="list-style-type: none"> • Better accessible doors for wheelchairs 	
6. Doors								
6.1 The entrance door is easy to identify, accessible (i.e. not push door or revolving) and with a minimum width opening of 760mm.						<ul style="list-style-type: none"> • Good external entrance 	<ul style="list-style-type: none"> • More user-friendly connecting doors 	

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
7. Floor surfaces								
7.1 The floor surfaces are slip resistant even if wet, carpets of low pile, level loop and antistatic.						<ul style="list-style-type: none"> Excellent playing surface 		
7.2 We have tactile indicators provided for approaches to stairs, ramps, edges etc.							<ul style="list-style-type: none"> Investigate use of tactile indicators 	

8. Program and Service Use								
8.1 We record the degree to which programs and services are used by people with disabilities.							<ul style="list-style-type: none"> Annual tracking sheet (see 2.3) 	ongoing

9. Program and Service Management								
9.1 Program and service managers are aware of their legislative obligations to ensure access to people with disabilities.							<ul style="list-style-type: none"> Inform program managers of legislative obligations 	
9.2 Managers are aware of potential requirements of people with disabilities as service/program users, and issues which impact on access to programs/services.							<ul style="list-style-type: none"> Liase with disability organisations over requirements 	

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
10. Staffing								
10.1 Staff are sufficiently trained to recognise the limitations which may be associated with particular disabilities and how best to respond. (Eg limitations with communication, sight or hearing impairment, mobility, co-ordination or dexterity and understanding or interpretation skills)								
10.2 Our staff receive training or other forms of guidance on working in positive ways with clients and customers who have disabilities.								
10.3 Our staff are aware of their legislative obligation to ensure access to people with disabilities.								

11. Information								
11.1 Information about the service is accessible to people with disabilities and presented in ways, which will encourage use by people with disabilities.							<ul style="list-style-type: none"> Develop new promotional material for clients with disabilities 	

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
12. Sanitary facilities								
12.1 Toilet areas have slip resistant floors, contrasting colour fittings, fixtures, handles and there is adequate lighting. Door handles and locks are easy to use for a person with limited strength.								
12.2 Toilets are wheelchair accessible, easy to find, clearly signed and comply with the Building Code of Australia.								
12.3 There are accessible showers, designed with room to manoeuvre a wheelchair, non-slip surfaces, grab rails, taps of appropriate height and hand held shower nozzles operable from seated position.								

13. Emergency exit and warning systems								
13.1 There is a visual alarm in place to supplement the audible system							<ul style="list-style-type: none"> • smoke detectors • fire alarms 	
13.2 Ground floor exit routes are accessible with a safety zone and escape strategy for people with a disability							<ul style="list-style-type: none"> • have maps showing evacuation routes / exits 	

14. Signage and symbols								
14.1 Signs are clear, well located, of high contrast, non reflective and consistent						<ul style="list-style-type: none"> • good exit signs 	<ul style="list-style-type: none"> • better court numbers 	

Key: 1. Haven't considered 2. Thinking about it 3. Starting to develop 4. Implementing 5. Achieving and Monitoring

Number	1	2	3	4	5	Evidence	Action	Date Achieved
15. Streetscape and furniture								
15.1 Rest areas are provided with appropriately designed seating and space for a wheelchair user.						<ul style="list-style-type: none"> • well designed seating in social centre 		
15.2 Drinking fountains can be operated by a person with limited strength or ability.								