

Fleurieu Aquatic Centre Disability Action Plan

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1. Introduction

Fleurieu Aquatic Centre welcomes and encourages people of all abilities to participate in leisure, recreational and social activities in our local community.

We look forward to the opportunity to provide greater access and a more convenient service to those people with a disability and their families.

The Fleurieu Aquatic Centre (FAC) is managed and operated by YMCA SA on behalf of the Fleurieu Regional Aquatic Centre Authority (FRACA).

Operation and management of FAC is conducted in line with the YMCA SA Disability Action Plan, in order to ensure no one with a disability is disadvantaged or discriminated against. FAC aims to be a valuable provider of Aquatic and leisure services to all members of the community.

2. Survey

In developing the FAC Disability Action Plan, the YMCA placed a high emphasis on engaging the community through a Needs Analysis Survey. The survey was distributed to all current centre users, the YMCA Access Networks, Disability organisations within the local area, and current partnering organisations. We had a total of 66 completed and returned surveys.

We have used these survey results to indicate where FAC can best focus its efforts to meet the leisure needs of people with a disability.

The survey results provided the following feedback:

- 94% of survey respondents felt FAC was an inclusive and accessible facility
- Staffs have good basic knowledge on disability access but require additional training on specific conditions.
- Additional services such as physiotherapy and exercise physiology would be valued service additions for our current users

Feedback from the survey has informed the development of this Disability Action Plan.

ALIGNMENT WITH THE OBJECTIVES OF THE DISABILITY DISCRIMINATION ACT, 1992 (DDA)

The objectives of the Commonwealth *Disability Discrimination Act, 1992*, which came into effect in March 1993, can be summarized as follows to:

eliminate discrimination (as far as possible) on the ground of disability - in work, accommodation, education, access to premises and provision of goods, services and facilities; and promote recognition and acceptance in the community that persons with disabilities have the same fundamental rights as the rest of the community.

The elimination of discrimination and the promotion of equal opportunities for all people are fundamental to the vision, mission and values of YMCA South Australia. Throughout its history YMCA has been committed to ensuring that all people, particularly the young have opportunities for development, health and connection. We continue to engage with a diverse range of people, and programs are individualised to maximise accessibility and engagement.

ELECTION TO DEVELOP AN ACTION PLAN UNDER THE ACT

Consistent with our values, YMCA South Australia has elected to develop an Action Plan to meet the requirements of the DDA. The objectives of the Action Plan are set out below. In addition, in accordance with the DDA, the Action Plan includes the:

- devising of policies and programs to achieve the objects of the Act;
- communication of policies and programs within YMCA South Australia;
- review of practices within the YMCA South Australia system with a view to the identification of any discriminatory practices;
- setting of goals and targets to assess achievement of the objects of the Act;
- means of evaluating policies and programs developed to meet the objects of the Act; and
- Appointment of persons to implement the Action Plan

The details of the Action Plan are contained in Section 3 of this document.

We are progressively working towards ensuring that YMCA South Australia operates at 'best practice' level, wherever possible, in relation to customers and employees with a disability.

OBJECTIVES OF THE PLAN

The overall objectives of the Action Plan and the measurements are as follows:

OBJECTIVES	MEASUREMENTS
1. To raise the level of awareness of issues affecting people with disabilities amongst all staff to provide sensitive, helpful and respectful service to customers.	Employee opinion survey results Customer satisfaction survey results Customer feedback No. of complaints resolved
2. To ensure access to services and facilities particularly in respect of existing buildings and facilities, except in cases of unjustifiable hardship.	Customer satisfaction survey results Customer feedback Complaints received/satisfactorily resolved
3. To review programs and delivery methodology to improve access to activities for people living with a disability.	100% of programs reviewed for inclusion Gap analysis of programs and services for people living with a disability Customer feedback

The 6 key strategies outlined are:

- Accessible Marketing and communication
- Physical Access/building compliance
- Programming opportunities
- Responsiveness to people with a disability as customers and employees
- Employee training and disability awareness
- Policy Development and planning

Disability Action Plan

1 ACCESSIBLE MARKETING AND COMMUNICATION

Information about our programs, services, costs, documentation, procedures and client rights will be easily accessible and easy to understand.

Key Strategy	Action items	Time frame	Responsibility	Status
To ensure that all service users have access to all necessary information and that it is understandable to them and their family.	Continue to develop accessible information on services, programs and activities for people with a disability.	Ongoing	Marketing / Frontline Director	Ongoing
	Investigate costs for audio able website for visually impaired customers.	March 18	Centre Manager	Ongoing
	Update FAC Website to provide additional Accessibility tab for promotion of programs and services.	February 2018	Marketing	
	Provide specific targeted marketing for disability programs and services, including (Leap)	Ongoing	Marketing Team / Swimming Lessons Director	

Encourage feedback so people's views and experiences are heard and reported.	<p>Provide a variety of ways for all users to provide feedback in the best way to suit their communication styles.</p> <p>Seek feedback from key disability community groups and users</p> <p>All customer feedback to be included in monthly report to FRACA in summary format.</p>	<p>Ongoing</p> <p>Bi Annually</p> <p>Monthly</p>	<p>All Staff</p> <p>Centre Manager</p> <p>Centre Manager</p>	<p>Achieved – Surveys provided via electronic or manual alternatives. Feedback accepted via website, in person, in writing or over the phone.</p> <p>Achieved</p>

2. PHYSICAL ACCESS /BUILDING COMPLIANCE

Our facility will be accessible to all people in our community.

Aims	Actions	Timeline	Responsibility	Status
To ensure the facility is in best working order and is as accessible as possible.	Report and action facility maintenance issues internally via established procedures	As required	Operations Director	Ongoing
	Communicate any relevant maintenance issues to patrons and provide alternative where possible.	As required		Ongoing Ongoing
	Conduct facility inspections including access to the facility and equipment.	Monthly	Operations Director	Ongoing Ongoing
	Maintenance issues affecting accessibility are treated as a matter of priority.	As required	Centre Manager	
	Provide summary of maintenance issues and feedback via Monthly operational report to FRACA	Monthly	Centre Manager	
To improve our facility where applicable in order to enhance accessibility.	Raise opportunities to improve accessibility at Quarterly Access meetings and incorporate strategies where applicable.	Quarterly	Centre Manager	Ongoing
	Recommend to FRACA any capital works required to improve accessibility	Annually	Centre Manager / FRACA EO	Ongoing – in line with budget timelines

3. PROGRAMMING OPPORTUNITIES

Our programs and services will be accessible to people of all abilities wherever possible. We will be responsive to the needs of people with a disability.

Aims	Actions	Timeline	Responsibility	Status
<p>To ensure our current programs and services are accommodating to people with a disability.</p>	<p>Adjust programs and services where applicable to ensure inclusiveness of different ability levels.</p> <p>Provide support through program staff or volunteer support to enhance opportunities for people with a disability to access desired programs and services.</p> <p>Ensure staff understand and promote the Companion Card (http://www.companioncard.gov.au/) system to users.</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Centre Manager/Swimming Lesson Director All Staff</p> <p>Frontline Director</p>	<p>Ongoing</p>
<p>To establish programs and services suitable for people of different ability levels.</p>	<p>Create new activities, programs and services (in line with approved budget and core FAC services) as needs are identified through existing feedback channels.</p>	<p>Ongoing</p>	<p>Centre Manager/Swimming Lesson Director</p>	<p>Ongoing</p>

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4. RESPONSIVENESS TO PEOPLE WITH A DISABILITY AS CUSTOMERS AND EMPLOYEES

We recognise that we are part of a community approach to enhancing the lives of people with a disability in the Fleurieu region

Aims	Actions	Timeline	Responsibility	Status
To link into existing programs and services in the local community	Create and / or enhance relationships with external organisations to both promote FAC programs and services, and to learn about external opportunities.	Ongoing	All Staff	Ongoing
	YMCA Staff will attend the Disability Network meetings.	Ongoing	Centre Manager	Ongoing
	Ensure the facility is available to external disability groups wherever practical as a matter of priority.	Ongoing	Centre Manager / Program Coordinators	
To promote choices and increase	Fleurieu Aquatic Centre will use a comprehensive	Ongoing	Centre	Ongoing

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awareness of other (external) agencies and organisations that can assist in the provision of services appropriate to the needs of people with a disability.	resource of local community groups and services to refer people where necessary. This will be achieved by keeping an up to date resource manual containing the details of external disability organisations within the Fleurieu Region. It will also be achieved through maintaining regular contact with these external organisations and determining opportunities in which we can partner to provide services.		Manager/Director of Swimming Lessons	
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5 EMPLOYEE TRAINING AND DISABILITY AWARENESS

Our staff will be accepting and understanding of all customers, seeking to provide optimal service with each customer contact.

Aims	Actions	Timeline	Responsibility	Status
To ensure applicable staff participate in Disability awareness training.	Information of current facility access features and disability-focused programs and services included in the induction of all staff.	Ongoing	Coordinators / Directors	Ongoing
	Disability Awareness training for all new staff within 3 months of commencing employment	Ongoing	HR Staff / Directors	Ongoing
	Three-hour Disability training to be attended by applicable staff on an annual basis.	Ongoing	HR Staff / Directors	2018 Jan-March
To ensure clear communication	Communication aids available at the Customer Service	Ongoing	Frontline Director	Ongoing

with each customer contact.	Desk in an accessible location.			
	Investigate other communication devices such as iPad and iPad Apps to enhance communication opportunities.	March 2018	Frontline Director	Ongoing

6.POLICY DEVELOPMENT AND PLANNING

Our programs and services will be backed up with applicable and policies and procedures in order to provide optimal service to people with a disability.

Aims	Actions	Timeline	Responsibility	Status
To ensure all policies and procedures include accessibility and inclusion of all people regardless of ability level.	Conduct a review of current policies and procedures.	January 18	HR Staff	Ongoing
	Update policies and procedures as required.	March 18	HR Staff	
	Policies and procedures comply with the Disability Discrimination Act 1992 and Disability Act 2006.	Ongoing	HR Staff	
To take a proactive role in the employment and volunteer / placement opportunities of people with a disability.	Indicate in all YMCA employment advertisements that the YMCA is an Equal Opportunity employer.	Ongoing	HR Staff	Ongoing
	Investigate opportunities for promotion of work experience for people with a disability.	March 2018	Centre Manager HR Staff	

4. Communication of the FAC Disability Action Plan

We understand that the success of this Disability Action Plan is grounded in the communication of both its importance and its action points.

The plan will be communicated in the following ways:

1. Directly to Fleurieu Aquatic Centre staff, first to Directors and Duty Managers, and then filtered through to all staff throughout the facility via staff meetings and internal communication channels, including staff notice boards, emails, internal extranet.
2. To the relevant Disability Networks and FRAC Authority, and then distributed to appropriate networks.
3. Through hard copies available at the Customer Service Desk, in staff offices, and common staff areas including electronic copies on the internal extranet.
4. Through the FAC website.
5. The status of the progression of action points within the Disability Action Plan will be communicated to the FRAC through the Quarterly reporting.