

# **DEVELOPING DISABILITY DISCRIMINATION ACT ACTION PLANS**

*A Guide for  
Sporting and  
Recreation  
Organisations*

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The Office for Recreation and Sport would like to express its thanks to a number of organisations which have developed their own Disability Discrimination Act Action Plans and which have kindly granted permission for examples of processes and documentation to be included in this publication. These organisations are: the SA Little Athletics Association Inc, Squash Rackets Association of SA Inc, Royal SA Bowling Assoc Inc, Tennis SA Inc, SA Badminton Assoc Inc, SA Cricket Assoc Inc, Guides SA Inc, The State Council of the YMCA SA Inc, Swim SA Inc, SA Cycling Federation

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# GLOSSARY

## ***Access (for people with a disability)***

The right or means of approach to something (eg a service or activity). Achieving access for everyone may mean considering factors which limit people's ability to receive services (see 'Barriers' below).

## ***Action Plan (to address disability issues)***

A strategy for developing recreation and sport services and activities for people with a disability.

## ***AIDS***

The Human Immunodeficiency Virus, known as HIV, causes Acquired Immune Deficiency Syndrome (AIDS). This virus attacks the body's immune system, which is our natural defence.

## ***Other formats for information***

Information may be presented in formats other than the traditional printed form. There are many options such as: computer disk, large print, Braille and audio tape.

## ***Attitude***

A way of thinking (that is often set). Attitudes may influence people's behaviour, and in particular how they respond to different circumstances. Changing the way people do things may sometimes require a change of attitude on their part.

## ***Auslan / Sign language***

Official non-verbal language of Australia, often used by people with hearing impairments.

## ***Barriers to participation***

Factors which make it difficult for certain people (eg people with a disability) to participate in an event or activity. eg lack of transport, lack of money, poor access to information about options, people's attitudes, physical obstacles, lack of personal support, lack of appropriate introductory experiences.

## ***DDA***

The Commonwealth Disability Discrimination Act, 1992. The Act has three aims: To eliminate unlawful discrimination, to ensure people who have a disability have the same rights to equality before the law, and to create awareness for people with disabilities.

## ***Disability***

Any restriction or lack of ability to perform an activity in the manner or within the range considered usual or normal for humans.

## ***Discrimination***

Treating a person or group of people less favourably for a particular reason (eg the presence of a disability) than you would others in the same or similar circumstance.

## ***Evaluation***

The process of determining whether your Action Plan is effective, using performance indicators.

## ***Handicap***

Disadvantage for a given individual resulting from an impairment or a disability that limits or prevents the fulfilment of a role or function that an individual should usually be able to achieve (depending on age, sex, social and cultural factors).

## ***Health Related Impairments***

Chronic or acute health conditions such as HIV/AIDS, cancer, and asthma. These may have a handicapping effect when accessing or participating in a sport or physical activity.

## ***Hearing Loop***

Magnetic field, for people who use hearing aids, which helps reduce external sounds from interfering with intended auditory messages within a given space.

***Human Rights and Equal Opportunity Commission (HREOC)***

A Commonwealth authority responsible for administering legislation relating to human rights and anti-discrimination. The commission also acts as a decision-making tribunal where matters cannot be resolved through conciliation.

***Impairment***

Loss or abnormality of psychological, physiological or anatomical structure or function.

***Inclusion/Integration***

Ensuring all members of the community can access your sport or recreation club/association.

***Intellectual Impairment***

A slowness to learn, process information and function in the community.

***Interdisciplinary team***

A group of individuals, representing different disciplines, who work together towards a common goal.

***Monitoring***

Checking that the tasks or strategies that your sport or recreation organisation has set in the Action Plan have actually been done.

***Psychiatric Impairment / Mental Illness***

A condition which affects one's ability to think, feel or act. It may be caused by a number of factors working together, such as genetic makeup, chemical and biological imbalances and even environmental factors.

***Physical Impairment***

A physical condition which effects a person's ability to use and or control certain body functions.

***Review***

The process of looking at the overall direction and priorities of the Action Plan.

***Sensory Impairment***

Conditions affecting one's ability to hear, see, taste, touch or smell. Vision and hearing are usually the main impairments of concern.

People may have either full or partial impairments. For instance someone may have limited vision/hearing while others may not be able to see/hear at all.



# INTRODUCTION

In 1971 the United Nations (UN) declared that access to goods and services is a fundamental human right regardless of ability. The Australian Commonwealth Government introduced the Disability Discrimination Act (DDA) in 1992 to implement the UN declaration on human rights in Australia. The DDA is therefore governed under federal law. It protects the rights of people with a disability to be provided with equal access to opportunities, and aims to eliminate discrimination in a number of areas, including:

- Physical access
- Provision of services, facilities and goods
- Employment
- Requests for information
- Clubs and associations
- Sports
- Accommodation
- Administration of Commonwealth laws and programs

The implementation of the DDA, however, does not imply that people with a disability will gain unfair advantages in each of these areas. Rather, it ensures a fairer society by creating equal opportunity for all. The objectives of the DDA are perfectly compatible with the aim of achieving 'best practice'. Creating an accessible service is important for retaining and gaining new members within your sporting and recreation organisation. The DDA states that the preparation of an Action Plan to address issues of access for people with a disability is one of the circumstances a court is required to take into account if a claim is made against an organisation.

According to the Disability Discrimination Act (1992), a 'disability' is an intentionally broad term that covers a wide range of disabilities including;

- Physical disabilities
- Intellectual disabilities
- Sensory disabilities
- Neurological disabilities
- Psychiatric disabilities
- Learning disabilities
- Illnesses which may cause a disability

Sport and physical activity is important to everyone. Being able to include people of all abilities has benefits for the participants, the organisation and the wider community. Aiming to eliminate disability discrimination will help your organisation to better meet the needs of all potential participants and in turn improve your service.

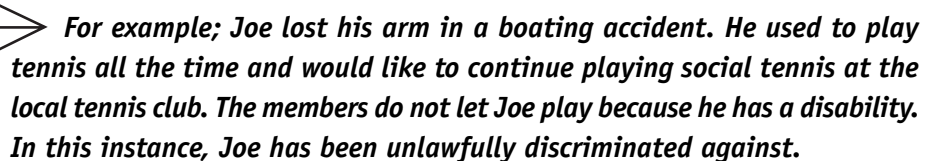
This resource has been produced to assist sporting and recreation organisations in developing their own action plans. The material is not definitive or prescriptive. It draws on the experience of ten sporting and recreation organisations in South Australia and can be adapted to the unique circumstances and planning styles of your sporting and recreation organisation.

In South Australia a number of sporting and recreation organisations have undergone the process of developing and implementing changes to eliminate disability discrimination. Examples will be highlighted throughout this resource.

There are two main types of discrimination, generally referred to as direct and indirect discrimination.

#### ***Direct Discrimination***

(Less favourable treatment). Discrimination or unfair treatment of another person because they have a disability, this means that the person does not have the same opportunity or choices as a person without a disability. This can be intentional or unintentional.



***For example; Joe lost his arm in a boating accident. He used to play tennis all the time and would like to continue playing social tennis at the local tennis club. The members do not let Joe play because he has a disability. In this instance, Joe has been unlawfully discriminated against.***

#### ***Indirect Discrimination***

(Unfair exclusion). This occurs when a condition stops a person with a disability or an associate of that person from participation. A 'condition' refers to physical barriers, policies, procedures, practices, selection or admission criteria, rules or requirements.

*For example; Mary wants to watch the tennis. The public is usually seated in the stands which require using the steps. Mary is being discriminated against if she wants to sit in the stands but can't because she uses a wheelchair. To avoid discrimination the organisation should provide people with a disability the opportunity to view the tennis from an area which is accessible.*

The Australian Sports Commission (1999) has the following to say on the issue of disability "Legal issues with respect to people with a disability are not matters to sweep under the carpet, or things to worry about. Accommodating people with a disability into sport and recreation is not a difficult process and provides an opportunity for more people to participate in physical activity, and should ultimately become a natural part of any quality physical activity program."

***Section 11 of the DDA Act, Unjustifiable hardship***

In some circumstances the legislation does not apply, or some clubs and associations may be exempt. One example is if the cost of creating the necessary changes places the club or association in unjustifiable hardship or inconvenience. Another is if the club is geared towards providing services for a specific group of people with a disability. This is called positive discrimination. To find out if your organisation can apply for DDA exceptions there are two steps:

1. Work out what adjustments need to take place.
2. Work out the likely effect of these adjustments on the organisation, whether they be financial or otherwise.

*It often doesn't take a lot of money to make your club or organisation accessible – just sense.*

*Sam from SA Badminton explains: "After completing an access audit of the Lockleys stadium, I found that the facility lacked suitable parking for people with a disability. I approached the City of Charles Sturt council and within a month the council had marked and signed accessible parking bays".*





# WHAT IS A DDA ACTION PLAN?

**A**n Action Plan is a written document, which includes strategies for changing organisational practices that result in discrimination against people with a disability. An action plan can help your organisation identify possible practices which make it difficult or impossible for a person with a disability to participate in the activity your organisation provides, and provides a platform for change.

An action plan outlines the current activities, policies and programs of the organisation. It then details specific goals and evaluation strategies for addressing issues of inclusion and allocates responsibility for communicating these policies and programs to all members of an organisation. The action plan thus assists the different functions of the organisation to eliminate discrimination across each of the service domains.

When developing an action plan, an organisation is asked to focus on its role as a service provider. For sporting and recreation organisations this includes the provision of training, participation in competition, access to venues, information and newsletters dealing with special events, and social aspects of the organisation.

This resource can be used by the peak sporting and recreation organisations or by local community clubs.

### ***Disabilities covered by your Action Plan.***

The Act makes it unlawful to discriminate against anyone with a disability regardless of the nature of impairment.

### ***People with disabilities from Indigenous and non-English speaking backgrounds covered by action plan.***

People with disabilities from Indigenous and/or culturally and linguistically

diverse backgrounds may encounter additional barriers to participation due to discriminative practices associated with race. Organisations must therefore seek to provide more than access. An action plan should also cater for the additional cultural and linguistic needs of people with disabilities.

***Who can develop an Action Plan?***

Any “service provider” can develop an Action Plan. This includes both individuals and organisations that provide goods or services.

***Registering an Action Plan with the Human Rights and Equal Opportunity Commission***

Once your action plan is complete and has been endorsed by the relevant sporting and recreation association, it is recommended that you register the Action Plan with the Human Rights and Equal Opportunity Commission (HREOC). The registration procedure is straight forward, requiring a letter that asks the Disability Discrimination Commissioner to register the plan. It is preferable that an electronic version of the Action Plan is also developed, as the HREOC will list the plan at their web address. The HREOC does not evaluate Action Plans for overall quality or likelihood of success, but will ensure that each Action Plan includes the necessary points as set out in Section 61 of the DDA. (See ‘Developing the Sporting and Recreation Organisation Action Plan.’)



# BENEFITS OF DEVELOPING A DDA ACTION PLAN

An Action Plan should allow your sporting and recreation organisation to:

- Minimise discrimination in an active way
- Avoid complaints
- Encourage broader participation
- Enhance the public image of the organisation.
- Meet government expectations

## ***Minimise discrimination in an active way***

By implementing an Action Plan the organisation will be far less likely to inadvertently practice discrimination. The organisation will be more aware of discriminative practices and remain active in developing strategies to overcome these issues.

## ***Avoid complaints***

If an alleged act of discrimination against an organisation is reported the HREOC is required by the DDA to consider the organisation's Action Plan. The Action Plan itself does not provide complete legal protection but assists in demonstrating that the organisation is attempting to actively eliminate discriminative practices.

## ***Encourage broader participation***

According to the Australian Bureau of Statistics information 1998, 19% or 3.6 million Australians have a disability. Including people with a disability and their associates will open up new markets and attract new consumers for the organisation. By eliminating discrimination the organisation will also improve

services for existing users. The organisation will also be more reflective of the broader Australian community.

***Enhance the public image of the organisation***

Having an Action Plan reflects an ongoing commitment to eliminating discrimination and enhances the image of the organisation not only for groups of people with disabilities but also for the broader community.

***Meet government expectations***

Where Commonwealth or State government departments support sporting and recreation organisations, even in part, there is additional pressure to comply with the DDA. It is important to remember that complying with the DDA may take some time. The length or the duration of developing inclusive practices should not intimidate organisations. Organisations should do what they can to comply with the regulations by taking small steps.



# STEPS TO AN EFFECTIVE DDA ACTION PLAN

To ensure the effectiveness of the action plan for your Sporting and Recreation Organisation commitment at all levels of the sporting and recreation organisation is required. This includes gaining input from board members, presidents, sub committees, as well as general members.

There are four questions the sporting and recreation organisation needs to consider before starting to write an action plan:

- How will the action plan impact on the organisation's environment?
- Will the organisation aim to promote services for people of all (dis)abilities?
- How will the organisation effectively meet the needs of all members and potential members?
- How will the organisation effectively monitor, evaluate and review the current policies and practices?

## ***How will the action plan impact on the organisation's environment?***

All organisations differ in structure, so it is important to consider exactly how the Action Plan will effect the sporting and recreation organisation.

- Why is the plan being developed?
- What is the motive behind the plan?
- What services does the sporting and recreation organisation provide for the wider community?
- How will the Action Plan effect the organisational hierarchy?
- How will the Action Plan have an impact on the services provided?
- What time and resources will need to be allocated to the plan development and implementation?
- Are there legislative requirements that the plan needs to address?

*Tennis SA, when planning to develop programs for people with a disability, consulted with a wide range of organisations and people (SPARC Disability Foundation, SASRAPID, Wheelchair Sports, Special Olympics, Tennis Australia, Come 'n Try, tennis club administrators and members). This helped to ensure that the program was relevant to the needs and resources of people with a disability and Tennis SA. Before programs were delivered the necessary organisational changes were made and an extensive disability education program for interested coaches and clubs was instigated.*

It is important that preparations to support people with a disability are made before the implementation of the Action Plan. There is a greater chance of achieving successful outcomes when all members are fully informed and committed to the process. One way of achieving this is by developing a formal disability policy (see Appendix B); a public statement of the organisation's commitment to carry out the Action Plan.

***Will the organisation aim to provide services for people of all (dis)abilities?***

Achieving a service that caters to all members of the community necessarily involves an element of change. Consequently, all people involved in the sporting and recreation organisation need to be aware of the objectives and philosophy of inclusion. This may involve disability awareness training on issues regarding the DDA.

- What is the current level of understanding of the DDA action plan and disability issues by management, staff, coaches, officials and members?
- Is there adequate understanding the needs of people with disabilities and what this involves in regard to service provision?
- What is the current perception of the organisation within the disability community?
- What is the current perception of the organisation within the wider community?
- How do current consumers with disabilities perceive the organisation?
- Who will take on the role of responsibility for implementation of the action plan?
- Does the organisation have the knowledge and ability to make the necessary changes to include people with disabilities in the sporting and recreation organisation?
- Does the organisation know when and where to seek assistance with disability matters?

It is essential that the sporting and recreation organisation gains some degree of understanding of knowledge of the needs and abilities of people with disabilities, and is willing to adapt in order to cater for those needs.

Swim SA developed a disability task force that examined all of the issues outlined above before developing their DDA Action Plan. This group involved a swimmer with a disability, a coach, the executive director, an official, a parent of a swimmer with a disability and a member from the wider swimming community. The information was useful in understanding the effectiveness of services currently available for swimmers with a disability and what improvements were required.

***How will the sporting and recreation organisation effectively consult with the needs of all members and potential members?***

Effective consultation will enable the sporting and recreation organisation to identify discriminatory practices and look for potential solutions. Section 61 of the DDA identifies the areas within the organisation that need to be reviewed. This review should be done in consultation with all members of the organisation and the general community. For example:

- Has the sporting or recreation organisation consulted with members, potential members and their stakeholders about service barriers?
- Does the sporting or recreation organisation need to consult with people with a disability to identify physical, informational, attitudinal and communication barriers?
- Does the sporting or recreation organisation need to seek advice from national peak disability organisations?
- Has the sporting or recreation organisation consulted with its own national sporting or recreation organisation?
- Has the sporting or recreation organisation developed a disability advisory committee?
- Does the sporting and recreation organisation invite comments from selected interested parties on draft proposals?

The Royal South Australian Bowling Association developed their disability advisory committee which brings together not only management but also members with a disability and their associates, to ensure that planning is relevant to the needs of all members.

Effective consultation is essential for the successful development of the Action Plan and can serve to legitimise the strategies, priorities and outcomes that have been established in your Action Plan.

***How will the sporting and recreation organisation effectively monitor, evaluate and review the current policies and practices?***

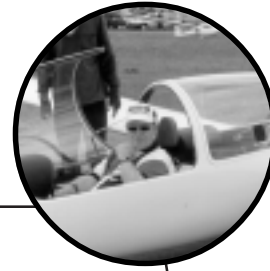
For the Action Plan to be a dynamic working tool for the sporting and recreation organisation they will need to review their practices regularly. The Action Plan must be continually evaluated to ensure that any barriers preventing people with a disability from participating are removed.

- Has the sporting and recreation organisation considered measurement tools and performance indicators to measure success in removing identified barriers for people with a disability to participate in the activity?
- When will evaluation and monitoring of your performance indicators take place to ensure that you are actually achieving your objectives?
- Has the sporting and recreation organisation identified a person in their organisation to be responsible for monitoring the Action Plan?
- Are there specific time frames that have been allocated for the implementation of strategies?
- Does your Sporting and recreation organisation have formal reporting procedures?
- Has the sporting and recreation organisation checked to see if strategies that have been set up have been completed?

***Badminton SA introduced an annual tracking sheet to assist in the development of new programs and services and in the review of existing programs and services. The annual tracking sheet surveys clubs to see how many people with a disability are involved in programs, where they compete and what additional resources could improve training and competition opportunities for them.***

By monitoring, evaluating and reviewing the Action Plan regularly the likelihood of discrimination complaints will be reduced and a better overall service will be provided to consumers.





# DEVELOPING A DDA ACTION PLAN

**T**he Action Plan should be developed according to the needs of the sporting and recreation organisation. Not every organisation is the same, but there are some points that will need to be included, as set out in section 61 of the Disability Discrimination Act.

The Action Plan of a service provider must include provisions relating to:

- a. The development of policies and programs to achieve the goals set out in the Act
- b. The communication of these policies and programs to persons within the service
- c. The review of practices with a view to the identification of any discriminatory activity
- d. The setting of goals and targets, where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed
- e. The means, other than those referred to in paragraph (d) of evaluating the policies and programs referred to in paragraph (a).
- f. The appointment of persons within the service provider to implement the provisions referred to in paragraph (a) to (e) (inclusive).

HREOC recommend six steps in the development of an effective Action Plan;

1. Review current activities
2. Develop policies and programs
3. Set goals and targets
4. Establish evaluation mechanisms
5. Allocate responsibility for implementation
6. Communication and training

### **Step 1 – Review current activities**

*The action plan of a service provider must include provisions relating to the review of practices within the service provider with a view to the identification of any discriminatory practices. (DDA Section 61 c.)*

It is essential that the organisation review the barriers that people with disabilities may encounter. This review should indicate the current performance level of the organisation and attempt to identify any areas that create discriminatory practices. For a review to be successful a fresh approach may be required. For this reason it may be useful to have an independent reviewer.

#### **Collect Information**

There are a number of ways in which information, statistics and data can be obtained, including market research surveys from people with disabilities and their stakeholders. This information can be useful in identifying issues such as accessibility.

*The YMCA of South Australia surveyed service users and service providers about their Mt.Loftia Campsite to identify the barriers for people with a disability to use this facility. This included existing physical, communication and attitudinal barriers, or potential barriers to participation in the camping program for young people with a disability.*

#### **Identify Physical Barriers, which may limit participation.**

Sporting and recreation organisations will need to identify physical barriers which restrict participation for people with disabilities. To do this the sporting and recreation organisation will need to consider all areas where consumers have entitlements to, such as:

- Physical structures (eg doorways, steps and stairs);
- Access to information counters or reception desks designed to either deliver services or promote services;
- Signage which may be confusing or inadequate;
- Décor, which may confuse or disorientate people with disabilities (eg poor lighting);
- Lack of non-vision guides to assist people with vision impairments (eg lifts with verbal indicators); and
- Emergency evacuation procedures to accommodate people with disabilities, such as visual fire alarms for people with hearing impairments.

*Guides SA developed a survey form which ascertained the accessibility level of all the meeting halls for Guide programs. The outcome was the provision of an information brochure, which allows new members to choose a venue which meets their individual needs.*

### ***Communication Barriers***

The sporting and recreation organisation should consider the way in which it communicates with its consumers. Questions to address may include:

- Could the information produced by the sporting and recreation organisation be considered offensive by people with disabilities?
- Are people with disabilities able to learn about the services provided and whether they are accessible or not?
- Is the information in formats such as Braille, large print, on audio tape or computer disk?
- Is the information produced in an appropriate language for people with an intellectual disability?
- Can information be exchanged through signing or other non-verbal means?
- When information is provided to groups, does it ensure that all members of that group have a similar level of understanding?
- Are hearing loops available where appropriate?
- Does the sporting and recreation and recreation organisation ensure that staff are familiar with the technology and practices developed to assist people with disabilities?

### ***Attitudinal Barriers***

Sporting and recreation organisations should consider the attitudes of staff, coaches and other officials. Attitudinal barriers usually exist when staff have concerns and fears about a disability, or have a lack of understanding of the goals and strategies of the Action plan. If a person with a disability encounters any attitudinal barriers, they may be prompted to lodge a complaint with HREOC.

### ***Including people with a disability***

People with disabilities often have experience with discrimination, which enables them to quickly identify physical, attitudinal and communication barriers a sporting and recreation organisation may have.

The sporting and recreation organisation would therefore benefit from including people with disabilities when:

- Conducting reviews of services and employment practices
- Establishing advisory panels
- Engaging consultants to assist the organisation with any disability issues.

Feedback from members and the general public with disabilities, combined with the experience of staff, should ensure the sporting and recreation organisation is able to adapt to the needs of all people.

### ***Confidentiality***

Any information disclosed should be treated as confidential. Members and potential members have the right to access services without disclosing any unnecessary personal information. It is essential that any information sought

clearly relates to the specific needs of the individual. The collection and storage of information must be kept confidential.

## **Step 2 – Develop policies and programs**

*The Action Plan of a service provider must include provisions relating to the devising of policies and programs to achieve the objects of the Act. (DDA Section 61 a.)*

An effective policy statement should state the values and attitudes on which the policy is based. This policy should then be circulated to the sporting or recreation association board as well as staff and members. This will give them a sense of ownership and a better understanding of the underlying principles of the action plan.

### ***Devise strategies to eliminate barriers in sporting and recreation services***

If the sporting or recreation organisation has identified any barriers for people with disabilities (by doing a review as stated in step one) its members may be more aware of ways in which people with a disability are prevented from participating. The sporting or recreation organisation will need to focus on addressing these issues.

### ***Resources***

The cost and time needed for implementing the Action Plan should be incorporated into current and future budgets.

### ***Develop Policy***

Incorporating the Action Plan into a policy position on inclusive practices will ensure commitment to the plan and inspire public confidence.

The Action Plan should:

- Demonstrate commitment to the plan's objectives
- Indicate the support of management for the initiative
- Legitimise the allocation of resources to implement the Action Plan

### ***Ensure the future of the Action Plan by mainstreaming***

The Action Plan should become part of the sporting and recreation organisation's general approach to forward planning.

### ***Develop an informed planning process***

Ensure the sporting or recreation organisation has an informed planning process by clearly articulating the function of the Action Plan to those involved in planning. Action Plans need to include strategies for ensuring that everyone involved in the sporting or recreation organisation is clear about the goals of the Action Plan.

### ***Review regularly***

Annual reviews will assist in achieving the goals of the Action Plan.

### ***Promote the Action Plan***

For the sporting or recreation organisation's Action Plan to be effective it will need to be marketed to current and potential members with opportunities to suggest improvements.

### ***Ensure information is publicly available***

Ensuring access to the sporting or recreation organisation's Action Plan will create a sense of ownership amongst members, coaches, staff and officials. A sense of ownership will, in turn, encourage people to make contributions.

A copy of the Action Plan can be lodged with HREOC (see 'What is a DDA Action Plan' for details).

### ***Establish grievance procedures***

An effective grievance procedure will not only encourage confidence in the Action Plan and feedback process, but may also prevent complaints through early resolution of disputes. It is essential that the grievance procedures be publicised.

***South Australian Little Athletics Association introduced into their Action Plan a number of strategies to alleviate grievances and make people aware of the procedures to express opinions on improving the service:***

- ***People with a disability are included on relevant Little Athletic committees.***
- ***An annual information session is provided for people with disabilities to find out more about Little Athletic opportunities.***
- ***All members are provided with the opportunity to offer feedback after each competition about the service.***
- ***An open meeting is provided for people with disabilities to express their opinions on changes to policies, programs and services.***
- ***All members are advised of complaints procedures.***

### **Step 3 – Goals and targets**

*The action plan of a service provider must include provisions relating to the setting of goals and targets where these may reasonably be determined against which the success of the plan in achieving the objects of the Act may be assessed. (DDA section 61 d.)*

#### ***Setting goals and targets***

Sporting and recreation organisations should develop concise goals and targets to ensure the Action Plan is actively pursued. Goals and targets allow a sporting and recreation organisation to assess improvements in service provision for users and potential users with a disability. Ensure that the goals and targets are measurable.

***The SA Cycling Federation goal is to inform the community of the ability of the organisation to meet the needs of all community members. This will be achieved by devising new promotional material which highlights its inclusiveness. The performance indicator will be whether the promotional material developed does include people with a disability enjoying and participating in cycling.***

**Setting Time Frames**

Time frames must be set to ensure the achievement of targets and goals. The benefit of incorporating a time frame is that it inspires confidence in the Action Plan and helps the plan remain realistic and achievable for the organisation. Time frames also enable an organisation to evaluate the effectiveness of the plan.

**Step 4 – Establish evaluation mechanisms**

*The action plan of a service provider must include provisions relating to the means other than [goals and targets] of evaluating the policies and programs [included in the plan]; (DDA Section 61 e.)*

Sporting and recreation organisations will want to develop evaluation strategies to see if their Action Plans are producing the desired outcomes. Success for the organisation is measured by achieving goals and targets, which may result in:

- a greater number of people with disabilities accessing the sport or recreation activity
- increases in competition opportunities;
- a noticeable difference in the delivery of services for people with disabilities;
- increased opportunity to obtain information about the sport or recreational activities; and
- changing community views towards the sport or recreation activity.

**Regular feedback**

Feedback will encourage the sporting and recreation organisation to identify and promote success as well as rectify any problems at an early stage.

**Formal evaluation**

Annual reviews of the Action Plan by the sporting or recreation organisation will enable any necessary adjustments to be made. Formal evaluation has a long-term focus but is necessary for the success of the Action Plan.

**HREOC have made some evaluation measure suggestions. These are:**

- **Increases in the numbers of people with a disability participating in the nominated sport**
- **Measurable changes in the behaviour of staff, coaches and officials**
- **Improvements in the physical accessibility of the sporting and recreation facilities and club rooms**
- **Sporting and recreation organisations trained in deafness awareness**
- **Production of sporting or recreation organisation documents in alternative formats**

### **Step 5 – Allocate responsibility for implementation**

*The action plan of a service provider must include provisions relating to the appointment of persons within the service provider to implement the provisions [of the action]; (DDA Section 61 f.)*

#### ***Nominate a person responsible***

For the Action Plan to be smoothly implemented clear guidelines on the responsibility of staff, coaches and officials will need to be in place. Implementation of the Action Plan should involve people who are in a position to make changes across a broad range of activities.

#### ***Promote responsibility***

Implementation of the Action Plan should involve everyone in the sporting or recreation organisation. All job descriptions should require employees to implement their specific Action Plan responsibilities.

***Squash SA recognised the importance of meeting the needs of people with a disability. Not only was a project officer employed to explore possibilities to make the game more inclusive, but a number of the staff, including the development officer and the executive director had responsibilities in the Action Plan to ensure the targets were achieved.***

### **Step 6 – Communication and training**

*The action plan of a service provider must include provisions relating to the communication of [action plan] policies and programs to persons within the service provider; (DDA Section 61 b.)*

For successful implementation of the Action Plan, a team approach needs to take effect. Promotion by all members of the team will ensure that current and potential service users are aware of the opportunities available within the sporting and recreation organisation as well as serving to improve the standing of the sporting or recreation organisation.

#### ***Plan education and training***

Outline the process and desired outcomes of the Action Plan to all staff, coaches and officials. Training should be encouraged for all current and future employees in regards to Action Plan responsibilities, the Disability Discrimination Act and other relevant areas.

***Little Athletics SA were due to update their Level 0 coaching principles manual. To ensure that all coaches, volunteers and officials acquired basic disability knowledge and an understanding of the Little Athletics philosophy of inclusion, disability awareness information and points about adapting and modifying activities for individual abilities was included in the manual. They also plan to include disability awareness in the education of all coaches, officials and volunteers in the future.***

**Training resources**

Disability organisations should be contacted in regard to training in specific types of disabilities.

**Disability Organisations include:**

- ***The Deaf Society***
- ***The Royal Blind Society***
- ***The Federation of Blind Citizens of Australia***
- ***The MS Society***
- ***National Council on Intellectual Disability***
- ***Mental Health Services***
- ***AIDS support organisations***
- ***SPARC Disability Foundation***





# DDA ACTION PLAN EXAMPLE

**O**n the following pages you will find a pro-forma DDA Action plan that your organisation will be able to use. Fill in the blanks and you will have a workable document. You may need to change some details. You may want to add some information but this will give you a good place to start.

This document is available as a Microsoft Word® document and may be downloaded from [www.recinfo.sa.gov.au](http://www.recinfo.sa.gov.au) or you can email [fred.nirk@saugov.sa.gov.au](mailto:fred.nirk@saugov.sa.gov.au) and ask to be emailed the document as an attachment.

# **ACCESS AND EQUITY PROJECT TITLE PAGE**

*insert your organisation's logo*

**Prepared by  
(Namer of Consultant/Author(s))  
Date**

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## 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:

- its role and function
- the service(s) 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 a disability. It enables Coaches, Officials and Administrators of [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 OBJECTS OF SECTION 61 OF THE DDA

Your organisation's 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 further breaks these down 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
Develop a formal disability policy that is a public statement of [Organisation] commitment to eliminating discrimination.	[Organisation] develop and endorse the disability policy and anti-discrimination policy (which is circulated to all members and clubs)	<ul style="list-style-type: none"> <li>Disability and anti-discrimination policy endorsed.</li> </ul>	Insert time frame	Insert the persons who would be responsible
Develop a Disability Action Plan for [Organisation].	Develop the [Organisation] Action Plan to incorporate Disability outcomes.	<ul style="list-style-type: none"> <li>Action plan completed and accepted by management.</li> </ul>	Insert time frame	Insert the person(s) who would be responsible
Incorporate the Disability Action Plan into [Organisation] strategic plan.	Develop the [Organisation] strategic plan to incorporate Disability outcomes.	<ul style="list-style-type: none"> <li>Action plan issues and recommendations incorporated into strategic plan.</li> </ul>	Insert time frame	Insert the person(s) who would be responsible
Ensure policy allows the flexibility to allow for individual difference in competition opportunities.	Investigate the options for including multi-disability events within current [Organisation] competition structures.	<ul style="list-style-type: none"> <li>Include multi-disability events in current competition structures.</li> </ul>	Insert time frame	Insert the person(s) who would be responsible
Ensure all [Organisation] policy is based on DDA principles, EEO policy and has easily accessed complaints procedures. Monitor the implementation of the Disability Action Plan.	Review policy to allow disability sporting and recreation groups to become affiliated with [Organisation].  Review EEO policies.	<ul style="list-style-type: none"> <li>Disability sporting and recreation groups affiliated with [Organisation].</li> </ul>	Insert time frame	Insert the person(s) who would be responsible
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.	<ul style="list-style-type: none"> <li>Progress to be assessed at every [Organisation] management meeting</li> <li>Job descriptions to ensure employees are aware of policies in DDA, EEO and anti-discrimination.</li> </ul>	<ul style="list-style-type: none"> <li>[Organisation] develops policies and complaints procedure in line with EEO policy.</li> <li>Disability Action Plan monitored at management meetings.</li> <li>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.</li> </ul>	Insert time frame	Insert the person(s) who would be responsible

# APPENDIX A

## Access Checklist

This access checklist was adapted by Badminton 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
<b>1. Policies and Procedures</b>								
1.1 We have written policies, guidelines or codes or practice regarding access and equity						<ul style="list-style-type: none"> <li>Strategic Plan</li> </ul>	<ul style="list-style-type: none"> <li>Review policies by-laws</li> </ul>	Ongoing
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"> <li>Develop complaints process / contact person</li> </ul>	
<b>2. Program Design and Review</b>								
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"> <li>Identify and communicate with disability groups</li> </ul>	
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"> <li>Prepare policies / guidelines for programs with participants who have a disability</li> <li>CAD courses</li> </ul>	
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"> <li>Research the needs of potential participants</li> <li>Annual tracking sheet</li> </ul>	
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"> <li>Develop complaints process / contact person</li> </ul>	

## Access Checklist

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
<b>3. Approach to the building</b>								
3.1 There is continuous, unobstructed access to buildings and facilities with clear, colour-contrasted signage						<ul style="list-style-type: none"> <li>• Good access to building</li> </ul>	<ul style="list-style-type: none"> <li>• Look at signs, court numbers</li> <li>• Emergency exits</li> </ul>	
<b>4. Parking</b>								
4.1 Parking bays are located reasonably close to buildings with suitable pathways to the entrance						<ul style="list-style-type: none"> <li>• Good lighting</li> <li>• Close to entrance</li> <li>• No obstructions</li> </ul>	<ul style="list-style-type: none"> <li>• Establish disabled bays</li> </ul>	
<b>5. Entrance to building</b>								
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"> <li>• Better accessible doors for wheelchairs</li> </ul>	
<b>6. Doors</b>								
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"> <li>• Good external entrance</li> </ul>	<ul style="list-style-type: none"> <li>• More user-friendly connecting doors</li> </ul>	

## Access Checklist

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
<b>7. Floor surfaces</b>								Ongoing
7.1 The floor surfaces are slip resistant even if wet, carpets of low pile, level loop and antistatic.						• Excellent playing surface		
7.2 We have tactile indicators provided for approaches to stairs, ramps, edges etc.							• Investigate use of tactile indicators	
<b>8. Program and Service Use</b>								
8.1 We record the degree to which programs and services are used by people with disabilities.							• Annual tracking sheet • (see 2.3)	
<b>9. Program and Service Management</b>								
9.1 Program and service managers are aware of their legislative obligations to ensure access to people with disabilities.							• 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.							• Liase with disability organisations over requirements	

## Access Checklist

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
<b>10. Staffing</b>								
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.								
<b>11. Information</b>								
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"> <li>Develop new promotional material for clients with disabilities</li> </ul>	



# APPENDIX B

## (NAME OF ORGANISATION) DISABILITY POLICY

1. The (Name of Organisation) is committed to providing opportunities for all people to play (activity).
  - The (Name Of Organisation) will ensure that all information about playing (activity) is accessible to all people.
  - The (Name Of Organisation) will attempt to make its facilities accessible to all people.
  - The (Name Of Organisation) will encourage the integration of people with a disability into current competition and look to offer competitions for people with a disability.
  
2. No person will be discriminated on the basis of his or her disability by the (Name of Organisation).
  - No person will be discriminated on the basis of his or her disability from being a member or holding office at the (Name Of Organisation).
  - No person will be prevented from taking part in (Name Of Organisation) competition on the basis of his or her disability.

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