

Disability Inclusion Action Plan

2015 - 2019

Introduction and policy statement

With now in excess of one million people in New South Wales having a long-term disability that restricts their everyday activities, the Trust seeks to ensure that all people are able to access the Sydney Cricket Ground and Sydney Football Stadium with dignity and equity.

The Sydney Cricket & Sports Ground Trust Disability Inclusion Action Plan (the Plan) has been prepared in accordance with the requirements of the *Disability Inclusion Act 2014* and the New South Wales (NSW) Government's *Disability Inclusion Action Planning Guidelines* (the Guidelines). The plan reflects the objects and principles of the *Disability Inclusion Act 2014*, the United Nations Convention on the Rights of People with disability and the National Disability Strategy 2010-2020. The Plan demonstrates through its actions the Trust's commitment to access and inclusion of people with disability.

The Guidelines specify a new approach, focusing on four key focus areas which are aligned to the NSW Disability Inclusion Plan. The four focus areas are:

- the development of positive community **attitudes and behaviours** toward people with disability
- the creation of more **liveable communities** for people with disability including ensuring community events are accessible
- the achievement of a higher rate of meaningful **employment** participation by people with disability through inclusive employment practices
- more equitable access to mainstream services for people with disability through better **systems and processes**

The Trust is strongly committed to achieving tangible results in the four key focus areas. It aims to meet the needs and rights of people with a disability in relation to the services it provides to Members and the general community as well as its responsibilities as an employer. This Plan has been developed in consultation with people with disability to ensure it is meaningful, relevant, practical and reflective of the needs of people with disability.

The Plan builds on the Trust's previous work and achievements under the Disability Action Plan 2011-2015. The Plan accords with the Trust's vision *to bring people together to celebrate the glory of sport, seeking ways to enhance their experience* and our priority of providing a comfortable, dignified and safe visitation for all visitors to Trust venues. The Plan reflects and reinforces the Trust's values of heritage; integrity; relationships; passion; and diversity.

Jamie Barkley
Chief Executive Officer

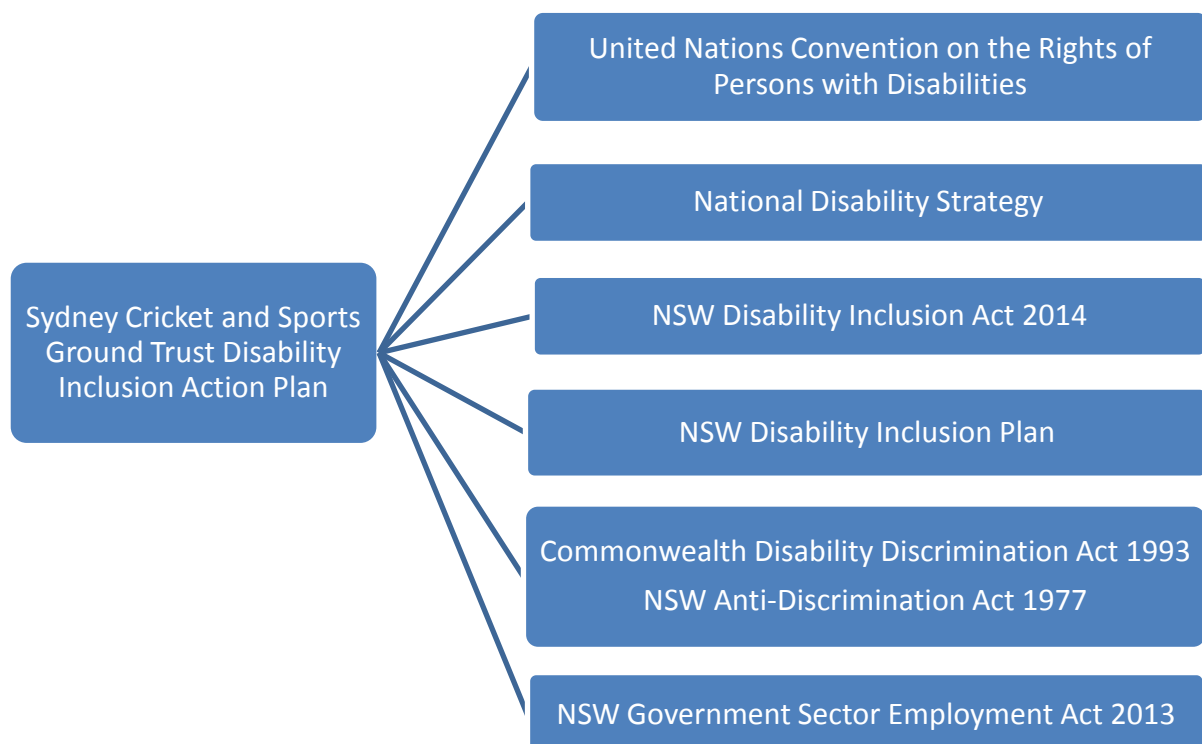
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Guiding Principles

The Trust recognises the general principles set out in section 4 of the *Disability Inclusion Act 2014*. The following guiding principles underpin the Trust's Disability Inclusion Action Plan:

- People with disability have an inherent right to respect for their worth and dignity as individuals.
- People with disability have the right to participate in and contribute to social and economic life and should be supported to develop and enhance their skills and experience.
- People with disability have the right to respect for their cultural or linguistic diversity, age, gender, sexual orientation and religious beliefs.
- The right to privacy and confidentiality for people with disability is to be respected.
- People with disability have the right to access information in a way that is appropriate for their disability and cultural background, and enables them to make informed choices.
- People with disability have the same right as other members of the community to pursue complaints.
- The changing abilities, strengths, goals and needs of people with disability as they age are to be respected.

Policy and Legislative Context



Overview of Sydney Cricket & Sports Ground Trust

The Sydney Cricket and Sports Ground Trust (SCSGT or the Trust) is constituted by the *Sydney Cricket and Sports Ground Act 1978*. The Trust is charged with the care, control and management of the Sydney Cricket Ground and Allianz Stadium and other sporting grounds and facilities. These include practice fields, a best practice gymnasium, office accommodation and extensive parking facilities. The venues host a strong program of sporting events including Test and one day international cricket, rugby union, rugby league, AFL and the football A-League competition as well as concerts and cultural events. Around two million people attend Trust venues each year. The Trust employs approximately 135 regular employees including permanent, part-time and casual employees to fulfil its management of the grounds and facilities and a further 500 plus staff to provide customer service and crowd safety responsibilities on event days.

Workplace Diversity

The Trust values and promotes workforce diversity. The Trust provides a positive and supportive working environment where all employees are valued and have an opportunity to contribute effectively and develop their skills and experience. The merit principle is applied to all recruitment, selection, promotion, training and other employment related opportunities.

Patron Profile

The Trust has around 19,000 Members. Our patrons also include residents of Sydney, local and international visitors and a growing number of workers and customers of the sports partners located on site.

Hirer Profile

In addition to our sporting facilities, the Trust has meeting and conference facilities which are available for hire year round by business and community organisations. Major Sydney sporting teams, concert and other large-scale performance organisers hire the facilities for different types of events.

Governance

The General Manager – Events and Operations, supported by the Trust's Disability Inclusion Action Committee, is responsible for overseeing the development and implementation of the Plan. This includes promotion, dissemination, evaluation, implementation, monitoring and measurement of the Plan. The Disability Reference Group will provide guidance to the Trust on the implementation of the Plan.

The Plan is intended to be dynamic and able to evolve in response to initiatives which are inclusive, accountable and transparent. The Plan will be incorporated into the Trust's strategic, budget and operational planning processes.

Consultation process

The development of the Plan included:

- Review of achievements under the Disability Action Plan 2012.
- Assessment of the objects and principles of the *Disability Inclusion Act 2014*, and the policy objectives and focus areas of the NSW Disability Inclusion Plan and their application to the Trust and its Disability Inclusion Action Plan 2015-2019.
- Review of SCSGT documentation including plans and proposed initiatives relevant to the Disability Inclusion Action Plan 2015-2019.
- Development of a draft Disability Inclusion Action Plan for consideration by the Trust's Disability Inclusion Action Committee.
- Consultation with the Trust's Disability Reference Group on the draft plan.
- Consultation with senior executives of the Trust on the draft plan.
- Finalisation of the SCSGT Disability Inclusion Action Plan taking into account stakeholder feedback.
- Approval of the Plan by the Chief Executive Officer.

Action Plan

The following tables set out the Trust's actions, responsibilities, key performance indicators, and timeframes in relation to the four key focus areas which are aligned with the NSW Disability Inclusion Plan:

- Attitudes and behaviours
- Liveable communities
- Employment
- Systems and processes

1. Attitudes and behaviours

Actions	Responsibilities	KPI's	Timeframe
Incorporate awareness of the national and state legislation and policy framework relating to inclusion of people with disability in the Trust's induction and online training programs.	Manager Human Resources.	Register of staff undertaking training and induction.	Ongoing
Ensure that employees are trained to be proactive and accommodating in providing a positive and inclusive experience for patrons with disability at Trust events and activities.	General Manager – Events & Operations. Human Resources Manager.	Record keeping of staff training in this area.	Ongoing and prior to events as required
Through event briefings, event planning and operational meetings, ensure that all partnering and contracting organisations and staff are aware of the importance of providing access and services to people with disability.	General Manager – Events and Operations.	Trust policies and expectations are included in communications with partnering and contracting organisations.	Ongoing and at point of engagement of new partners and contracts
Demonstrate commitment to disability inclusion through strong governance and active leadership of the implementation of the Trust's Disability Inclusion Action Plan.	General Manager – Events and Operations. Members of the Disability Inclusion Action Committee. Trust senior executives	Trust senior executives lead initiatives to promote access and inclusion of people with disability. Disability Inclusion Committee meets quarterly and reports to the Trust on actions and achievements.	Ongoing implementation of initiatives Quarterly meetings of the Disability Inclusion Action Committee Annual reporting on achievements
Establish a Disability Reference Group.	General Manager – Events and Operations	Terms of reference established Meetings held annually. Issues discussed and suggestions referred to the Disability Inclusion Action Committee for consideration.	Annually
Incorporate messages about inclusion of people with disability in Trust's communications and promotion of events.	Director – Media and Communications	Number of messages referring to inclusion of people with disability.	Quarterly

2. Liveable communities

Actions	Responsibilities	KPI's	Timeframe
Plan for improved access for people with disability, including provision of seating in all categories, car parking and ease of access to and around the precinct, in the Trust's Master Plan for redevelopment of the precinct and in capital development and improvement programs and projects.	General Manager – Properties. General Manager – Events & Operations.	The Master Plan and capital development and improvement plans incorporate initiatives to improve access for people with disability. Initiatives to improve access for people with disability are reported in the Trust's Annual Report.	December 2015 Annually
Consider and review feedback from the Disability Inclusion Action Committee and Disability Reference Group in the design and planning phases of infrastructure projects.	General Manager – Properties.	Plans incorporate initiatives to improve access for people with disability.	Beginning of new infrastructure projects
Widely disseminate evacuation procedures for people with disability and ensure they are well understood by event organisers and staff. Incorporate evacuation of people with disability in emergency evacuation training drills and induction of new staff.	General Manager – Events & Operations.	Evacuation procedures published and disseminated to event organisers and staff. Evacuation procedures for people with disability are available on the Trust's website. Register of employees who have undertaken training in the evacuation of people with disability.	Ongoing
Work with the Trust's ticketing provider to ensure appropriate seating for people with disability and their carers.	General Manager – Events & Operations	Appropriate seating is available for people with disability and their carers at events.	Annual report on number of seats requested by and made available to people with disability and their carers
Monitor and review data on event bookings from people with disability and analyse trends to assist in planning for future event seating configurations and services.	General Manager – Events & Operations.	Data available from ticketing provider on demand and trends analysed.	Annually

3. Employment

Actions	Responsibilities	KPI's	Timeframe
Monitor, review and report on the number of people with disability in the SCSGT workforce, including type of disability and nature and level of work performed.	General Manager – Corporate Services. Human Resources Manager.	Consistent and accurate records are maintained. Increase in number of positions filled by people with disability is reported in the Trust's Annual Report.	Ongoing and annual reporting
Advertisements and candidate information packages reflect the Trust's commitment to workforce diversity.	General Manager – Events & Operations. Human Resources Manager.	Advertisements and information packages include appropriate information.	Ongoing
Identify positions that could be created for and/or filled by a person with disability including permanent, part-time and casual positions in the Trust or at events.	General Manager – Corporate Services through Human Resources Manager. Disability Inclusion Action Committee.	Process in place to consult with General Managers and identify positions. Number of positions identified and filled by persons with disability.	December 2015 and quarterly thereafter Annual reporting in the Annual Report
Provide training and development for employees with disability to enable them to make an effective contribution to the Trust's work and to experience the positive self and social benefits of employment.	Human Resources Manager.	Employees with disability receive appropriate training and development as identified through performance review and development processes.	Annually
Review all employment and administrative policies and procedures to ensure that they provide for the needs of employees and people with disability.	General Manager – Corporate Services. Human Resources Manager.	Number of administrative policies and procedures reviewed. Number of provisions for people with disability incorporated into policies and procedures.	Annually
Develop strategies to work with key service providers (cleaning and catering) to facilitate the employment of people with disability at the precinct.	General Manager – Events & Operations.	Number of initiatives introduced.	June 2016

4. Systems and processes

Actions	Responsibilities	KPI's	Timeframe
Ensure web content, including audio capacity, complies with at least conformance level AA in the W3C's Web Content Accessibility Guidelines	General Manager – Membership & Marketing. IT.	The Trust's website to conform to W3C (World-Wide Web Consortium) Accessibility Guidelines. Information is conveyed in a variety of formats on website.	March 2016
Develop a new SCSGT application (App) to access information regarding events, transport, parking, entry and routes into the venues and in and around the precinct.	General Manager – Membership & Marketing. IT.	Easy to use dynamic and up to date maps. App is marketed so that people are aware of it and use it as a guide to accessing and participating in Trust events and activities.	March 2016
Include information on the Trust's website for prospective visitors, tenants and employees about facilities, services and physical access for people with disability.	General Manager – Membership & Marketing.	Employees, visitors and tenants with disabilities are aware of facilities, services and physical access for people with disability. Positive feedback is provided in the Trust's marketing surveys and employee satisfaction surveys.	Ongoing
Conduct training of staff in their responsibilities under the Trust's Disability Inclusion Action Plan.	Manager Human Resources.	Register of staff undertaking training.	June 2016
Publish the Trust's staff grievance and complaint procedures on the intranet to allow staff who may wish to complain of discrimination on the grounds of disability within the precinct to do so.	General Manager – Corporate Services through the Human Resources Manager.	Staff grievance and complaint procedures published on the Trust's intranet. Record of complaints and issues, response times and outcomes maintained.	Ongoing
Publish the Trust's general complaints policy and procedures on the website to allow Trust Members and members of the public who may wish to complain in relation to services and facilities for people with disability and their carers to	General Manager – Membership & Marketing. General Manager – Events & Operations.	Complaint policy and procedures for Trust Members and members of the public published on the Trust's website. Time taken to respond to complainant against target of 10 working	Ongoing

Actions	Responsibilities	KPI's	Timeframe
do so.		days. Record of complaints and issues, response times and outcomes maintained.	
Establish and publicise an email address through which Members; members of the public; and staff can make representations and suggestions to the Disability Inclusion Action Committee for consideration.	General Manager – Membership & Marketing. Human Resources Manager.	Establishment and publication of an email address.	December 2015 and ongoing

Promotion, dissemination and reporting

- The Plan will be made available to all staff via the Trust's intranet.
- The Plan will be made available to Members and the general public through posting on the Trust's website.
- A copy of the Plan will be given to the Disability Council.
- The Plan will be made available in alternative formats on request and where reasonably practical to do so.

Monitoring & review

- The Disability Inclusion Action Committee will monitor progress in implementing the plan at its quarterly meetings.
- The Trust will report annually on the implementation of the Plan in its Annual Report.
- A formal review on the Plan will be conducted by the General Manager – Events & Operations, annually and before the expiry of the plan in consultation with the Disability Inclusion Action Committee and Disability Reference Group.
- Complaints received concerning people with a disability will be recorded, reviewed, acted upon, and incorporated into the Plan as appropriate.