

DAP CONTENTS

INTRODUCTION	3
SURVEY	3
DISABILITY ACTION PLAN	4
ACCESSIBLE MARKETING AND COMMUNICATION	4
PROGRAMMING OPPORTUNITIES	4
STAFF	5
POLICIES AND PROCEDURES	5
COMMUNICATION OF THE TRAC DISABILITY ACTION PLAN	5



INTRODUCTION

Thomastown Recreation & 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 complete service to those people with a disability and their families.

Thomastown Recreation & Aquatic Centre recognises and aligns itself with the Council's Disability Action Plan, in order to ensure optimal partnership with Council to ensure all people with a disability are not disadvantaged or discriminated against. We recognise Council's identified actions and desired outcomes for its plan, and Thomastown Recreation & Aquatic Centre aims to be a valuable provider of leisure services to all members of the community of Whittlesea.

YMCA Whittlesea is a registered NDIS provider and has over 20 years experience in the disability sector. YMCA Whittlesea is accredited under DHSS standards and ISO9001-2015 and follows the NDIS commission; NDIS practice standards

SURVEY

In developing the Thomastown Recreation & Aquatic Centre 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, Council's Access Networks, the YMCA Access Networks, Disability organisations within the City of Whittlesea, and current partnering organisations such as Plenty Valley Community Health. Due to an initial low response rate, we extended the survey period and distributed the survey a second time. We had a total of 10 completed and returned surveys. We acknowledge that this is a low response rate; therefore we are also utilising knowledge and experience of our large staff team.

We have used these results to indicate where Thomastown Recreation & Aquatic Centre can best focus its efforts to meet the leisure needs of people with a disability.

Survey results confirmed the following feedback:

- **80% of our users will recommend** Thomastown Recreation & Aquatic Centre to a friend or family member.
- **80%** of survey respondents felt Thomastown Recreation & Aquatic Centre was **an inclusive and accessible facility**.

Feedback from the survey which highlighted areas of improvement have been included in the Disability Action Plan where possible.

DISABILITY ACTION PLAN

ACCESSIBLE MARKETING AND COMMUNICATION

Information about our programs, services, costs, documentation, procedures and client rights will be provided in applicable ways.

AIMS	ACTIONS	TIMELINE	RESPONSIBILITY	STATUS
To ensure that all service users have access to information that is understandable to them and their family.	Continue to develop accessible information on services, programs and activities for people with a disability.	Ongoing	Marketing / Program Coordinators	NDIS program introduced, Marketing developed
	Update TRAC Website to provide additional Accessibility tab for promotion of programs and services. Continue to comply with the WCAG guidelines for the TRAC Website.	TBC	Marketing Team	AskNicely to be launched, New promotional material
	Provide specific targeted marketing for disability programs and services.	As required	Marketing Team / Program Coordinators	Y Whittlesea NDIS programs promoted
Encourage feedback so people's views and experiences are heard and reported.	Provide a variety of ways for all users to provide feedback in the best way to suit their communication styles.	Ongoing	All Staff	AskNicely, Website, Forms, Verbal
	Seek feedback from key disability community groups and users, for example at the Whittlesea Disability Network.	Monthly	All Staff	Speak at WDN, Development of surveys
	All customer feedback to be included in council's monthly report.	Monthly	Centre Manager	Monthly reports, AskNicely

PROGRAMMING OPPORTUNITIES

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

AIMS	ACTIONS	TIMELINE	RESPONSIBILITY	STATUS
To ensure our current programs and services are accommodating to people with a disability	Adjust programs and services where applicable to ensure inclusiveness of different ability levels.	Ongoing	Program Coordinators	Access Classes, PT options, NDIS comp Training
	Provide support through program staff or volunteer support to enhance opportunities for people with a disability to access desired programs and services.	Ongoing	All Staff	NDIS programs
	Ensure staff understand and promote the Companion Card system to users	Ongoing	Frontline Team Leader	NDIS training for all staff

To support the new federal governments NDIS program.	Ensure that key staff at the centre have a good understanding of the NDIS process.	Ongoing	Program Coordinators	NDIS training induction
	Offer support to NDIS clients to ensure the process of accessing the centre is simplified	Ongoing	Program Coordinators	Facility audits, Inductions

STAFF

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	NDIS Training
To ensure clear communication with each customer contact.	Communication aids available at the Customer Service Desk in an accessible location.	November 2019	Frontline Director	iPads purchased with accessibility apps, Information folders made up

POLICIES AND PROCEDURES

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

AIMS	ACTIONS	TIMELINE	RESPONSIBILITY	STATUS
To produce a Disability Action Plan in partnership with the City of Whittlesea which is specific to the local community	To complete the DAP	November 2019	Centre Manager	Complete
	To lodge the DAP with the Australian Human Rights Commission.	November 2019	Centre Manager	actioned once endorsed by council
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	Program Coordinators	Complete
	Promote opportunities for promotion of work experience for people with a disability.	Ongoing	Program Coordinators / Disability Services Director available	Offer of work experience at special needs schools, Documentation of roles promoted through YMCA NDIS programs

COMMUNICATION OF THE TRAC 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.

and then distributed to appropriate networks.

The plan will be communicated in the following ways:

1. Directly to Thomastown Recreation & Aquatic Centre staff, first to Directors and Coordinators, and then filtered through to all staff throughout the facility via staff meetings and eNewsletter.
2. To the relevant Disability Networks and Staff at Council,

3. Through hard copies available at the Customer Service Desk, in staff offices, and common staff areas and communication channels.
4. Through the Thomastown Recreation & Aquatic Centre website and Whittlesea YMCA website.
5. The status of the progression of action points within the Disability Action Plan will be communicated to Council through the Quarterly Access Meetings.



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