



Fed Square Pty. Ltd.

Disability Action Plan 2016 - 2020

Disability Action Plan – CEO introduction

Since commencing operations in 2002, Fed Square has been successful in delivering diverse programs, activities and events to many millions of local, national and international visitors. It has become globally renowned as a place where locals and visitors come to celebrate, learn, innovate and connect. Fed Square is a place that aspires to provide positive and memorable experiences when people visit it. We aspire to be Melbourne's heartbeat working with the State's other major assets to encourage participation in and contribute culturally, innovatively, socially and commercially to its Visit Victoria strategy.

Fed Square's vision is to be internationally recognised as Melbourne's inspirational public place and a key element of achieving this is to be accessible to all members of our community. This Disability Action Plan is Fed Square's roadmap for meeting this critical expectation and draws on public feedback, staff knowledge and experience and expert advice.

The Disability Action Plan is overseen by the Accessibility Action Group which is comprised of a range of staff members from all parts of the organisation. As the custodians of the plan, this passionate group is focused on implementing identified accessibility actions, detecting new opportunities and keeping the Disability Action Plan up to date.

Fed Square strives to continually improve accessibility across the precinct.

A handwritten signature in black ink, appearing to read 'Jonathan Tribe'.

Jonathan Tribe

Chief Executive Officer

Fed Square Disability Action Plan

1. Introduction

It's increasingly hard to imagine Melbourne without Federation Square.

Home to major cultural attractions, world-class events, tourism experiences and an exceptional array of restaurants, bars and specialty stores, this modern piazza has become the heart and soul of Melbourne.

Fed Square is managed by Fed Square Pty Ltd, which was established by the Victorian Government in 1999. Fed Square Pty Ltd is responsible for the co-ordination and management of self-governing tenancies, programming and marketing of all the public spaces and all aspects of asset management and development.

Fed Square Pty Ltd has a board of directors and operates with a Chief Executive Officer and a small team of professionals with experience across a diverse range of areas including project management, finance, leasing, marketing, media and promotions, event management and operations.

Since opening in 2002, Fed Square has seen more than 100 million visits and has recently been named the 6th Best Public Square of the World in a list of 10 international icons including Naghsh-e Jahaan Square in Iran and Red Square (Krasnaya ploshchad) in Moscow, Russia.

Our Vision for Federation Square

To be recognised internationally as a contemporary world site and Melbourne's inspirational public place where visitors come to celebrate, learn, innovate and connect.

The vision builds on and maintains the attachment and ownership developed by Victorians as they embrace Fed Square and also aspires for recognition as one of the world's great public places.

Civic and Cultural Charter

Fed Square Pty Ltd operates under a Constitution and a [Civic and Cultural Charter](#) that was jointly developed and agreed by the State Government of Victorian and Melbourne City Council at the outset of the project.

The Civic and Cultural Charter recognises Melbourne's pre-eminence as a centre for creativity and innovation, its diverse and successful arts and cultural festivals, its cultural diversity, the popularity and beauty of its gardens and river and the desirability for a new focal point for contemporary cultural and civic activities.

In line with the Charter, Fed Square Pty Ltd ensures that these themes and strengths find expression in Fed Square's management philosophy, marketing, programmed events and activities, and hiring and leasing activities, including the presentation and market positioning of its commercial spaces.

Customer Service Excellence Program

Our Service Goal

Fed Square's service goal is to be widely recognised for providing exceptional seamless customer service that will inspire visitors, customers and clients to return time and time again.

Our Service Commitments

- Providing consistent service and value that customers and visitors can rely on
- Ensuring that all we do – we do with pride
- Establishing a tradition of excellence as ambassadors for Victoria

Our Service Excellence Standards

- Welcoming
- Helpful
- Respectful
- Accountable

Our Values

- Community Commitment
- Integrity
- Leadership
- Innovation
- Team Work

2. Purpose

The purpose of the FSPL Disability Action Plan (DAP) is to proactively ensure as far as is possible the identification and elimination of barriers that limit, hinder and / or discriminate against people with disability. FSPL is committed to this proactive approach, as demonstrated by an ongoing implementation, review and redevelopment of a strategic approach to the inclusive space and culture that typifies FSPL today.

Melbourne is a vibrant city that attracts people from nations, communities and is the home of a rich culturally diverse community. The data indicates that approximately 20% of visitors to FSPL will have a disability. As this is a significant portion of the population the Australian Government established and endorsed the Commonwealth Disability Discrimination Act in 1992 (DDA).

The Disability Discrimination Act 1992 (DDA) provides protection for everyone in Australia against discrimination based on disability. It is a means of ensuring that people with disabilities are treated as equally as those people without a disability and includes the provision of goods and services, access to buildings, education and employment.

Disability is broadly defined and the Act's provisions apply to a wide range of life activities.

The specific intent of the DDA (1992) is:

- To eliminate, as far as possible, both direct and indirect discrimination against persons on the grounds of disability.
- To ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community.
- To promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

The definition of discrimination as defined by the DDA (1992) is clear and comprehensive:

- It is discriminatory to treat people with a disability less favourably than people without the disability would be treated under the same circumstances.
- Discrimination also exists where a condition or requirement is imposed, which may be the same for everyone, but which unfairly excludes or disadvantages people with a disability.
- Further, it is prohibited to discriminate not only against people who have a disability, but also against a person who is an associate of a person with a disability e.g. a spouse, or carer.

For the purposes of this Action Plan a “disability” is defined in accordance with the DDA and includes:

- Physical
- Sensory
- Intellectual
- Neurological
- Learning Disabilities
- Physical Disfigurement
- The presence in the body of disease causing organisms

3. Background

This is FSPL’s fourth DAP and clearly demonstrates our continued commitment to the importance of accessibility and inclusive practices both within the built and systemic environments. The previous DAP’s have provided a framework for the continuous improvement of the FSPL site, services and opportunities available to all community members.

The previous DAP’s have been developed and included within the corporate plan and took into consideration the strengths and limitations of the site and its operations and outlined ongoing and specific actions.

Some of the notable completed actions are:

2004 – 2007

- Installation of a passenger lift to Plaza stage
- Staged installation of Tactile Ground Surface Indicators (TGSIs) across the site
- Installation of additional handrails and balustrades
- Installation of nosings on identified stepped plats
- Handrail and kerbrail upgrades to ramps
- Lift upgrades such as, automatic doors, external call buttons, additional signage and Braille / tactile buttons
- Grabrail upgrades in accessible sanitary facilities
- Door force requirements upgraded / decreased to 19.5N across the site

2007 – 2012

- Installation of a passenger lift to service River Terrace and Federation Wharf
- Accessible sanitary facilities fixture and fittings upgrades
- Completion of installation of Tactile Ground Surface Indicators (TGSIs) across the site
- Improved emergency access
- Improved wayfinding signage throughout the site
- Provisions of accessible seating
- Stairway handrail upgrades

- Purchase and installation of emergency egress chairs
- Upgraded hearing augmentation in Atrium, Plaza & Deakin Edge
- Total refurbishment of level 3 carpark accessible toilet
- Installation of push button automatic doors in the accessible toilets located at the Atrium and St Pauls Ct
- Upgraded bollards to have improved luminance contrast across the site
- FSPL staff disability awareness training – The Realistic RACE

2012 – 2015

- Upgraded wayfinding maps across the site
- Upgraded stair nosing contrast strips across the site
- Atrium stairway handrail improvements
- New Deakin Edge lift
- Completed handrail extensions across the site
- FSPL staff and tenants disability awareness training – The Realistic RACE
- Alternative formats enquiry text on all promotional / information materials
- Website accessibility improvements and compliance
- Designated accessible seating area at events

As can be seen from the above highlighted completed works, there has been significant and sustained commitment and implementation of works to upgrade / improve and maintain the disability accessibility throughout the site. This commitment is continued into this DAP and has evolved to now also be aligned with the Universal Design Principles (UDP's).

In both of the previous DAP's there has been a complete review of the plan to ensure the relevance of the DAP is retained and successes are celebrated and shortcomings carried in the next generation of the DAP. The redevelopment of the DAP, into this current version, has been a collaboration between all FSPL departments and also forms part of the governance monitoring of the DAP to ensure it's current and relevant. The collaboration included staff questionnaires, interviews, draft reviews and the Accessibility Action Group AAG oversaw the development phase and will work intensively in the implementation phase.

4. Universal Design Principles (UDP's)

FSPL has committed significantly in many areas to ensure disability access is incorporated at all levels and keeping in-line with this approach have developed this DAP to be in-line with the Universal Design Principles (UDP's). **Universal design** (often **inclusive design**) refers to broad-spectrum ideas meant to produce buildings, products and environments that are inherently accessible to older people, people without disability, and people with disability.

The purpose of doing so, is to ensure that FSPL is not only meeting the minimum requirements, or in other words – meeting “what is obliged of them”, but to strive towards the higher requirements of the Universal Design Principles, where accessibility is not just providing the basics, it's considered to be part of the DNA of FSPL.

The term "universal design" was coined by the architect Ronald L. Mace to describe the concept of designing all products and the built environment to be aesthetic and usable to the greatest extent possible by everyone, regardless of their age, ability, or status in life. However, it was the work of Selwyn Goldsmith, author of *Designing for the Disabled* (1963), who really pioneered the concept of free access for disabled people. His most significant achievement was the creation of the dropped curb - now a standard feature of the built environment.

Universal design emerged from slightly earlier **barrier-free** concepts, the broader accessibility movement, and adaptive and assistive technology and also seeks to blend aesthetics into these core considerations.

As stated in FSPL's corporate plan - Fed Square expects to be more than a "meeting place" place. It plans to develop its brand to become an iconic destination where all visitors can feel confident that they will have a memorable experience when they visit. This essentially is our 'product' and therefore another reason FSPL have elected to align with the universal design principles.

The seven (7) principles are:

- Principle 1: Equitable Use – **"Being Fair"**
- Principle 2 : Flexibility in Use – **"Being Inclusive"**
- Principle 3: Simple and Intuitive Use – **"Being Smart"**
- Principle 4: Perceptible Information – **"Being Independent"**
- Principle 5: Tolerance for Error – **"Being Safe"**
- Principle 6: Low Physical Effort – **"Being Active"**
- Principle 7: Size and Space for Approach and Use – **"Being Comfortable"**

These seven (7) principles have provided the framework in which the DAP has been developed and will guide the monitoring and evaluation of the DAP's strategies and annual targets.

5. Governance

The 2004 – 2007 DAP included the formation of the **Disability Accessibility Group** – later to be renamed and now known as the **Accessibility Action Group (AAG)**. This group comprised of FSPL staff members and a Disability Access Consultant and meetings were held quarterly to monitor and evaluate the DAP's progress as well as actively promoting FSPL commitment to accessibility and considerations of future actions for successive DAPs.

The AAG will continue in this role for the duration of this DAP and due to the redeveloped DAP dashboard the FSPL Board of Directors will be able to receive high level reporting to ensure the DAP is governed well. It is anticipated that the AAG will report to the Board on a quarterly basis and / or as directed by the Board.

6. Implementation

The DAP identifies actions and responsibilities for implementation. This DAP has been revised to be inclusive of a new 'dashboard' framework that streamlines and improves the governance of the DAP. The structure of the dashboard can be broken into the following segments:

- Accessibility Principle
- Strategic Objectives
- Actions and Annual Targets
- Responsible Departments
- Budget Implications / Projections
- High Level Reporting and Monitoring
- Risk Commentary

The duration of this DAP will be for a period of five (5) years 2016 – 2020 and shall be reviewed annually by the AAG and endorsed by the Board of Directors.

7. DAP Objective

The overall objective of this plan is to improve the equity of access for people with disability. The DAP is inclusive of activities which create a more inclusive community in which people with disability have enhanced opportunities to participate at all levels.

This objective will be realised through:

- Support, consultation, advocacy activities and partnerships
- Broadbased and accessible programming
- Progressive upgrade to the quality of physical access to buildings and facilities
- Training for FSPL and site staff to increase awareness of disability issues
- Accessible communications
- Feedback and monitoring

8. Review

A fundamental element to the success of any DAP is the review process. All previous FSPL DAP's have been reviewed and updated at the completion date, however this DAP has been established to be reviewed and updated on an annual basis.

To further expand on this it is important to note that the entire DAP will not be amended. This DAP essentially has three tiers. These are:

- The Objective
- The Action
- The Targets

This DAP is to be a five-year DAP (previous DAP's were three years) aligning with the corporate plan duration. The objectives are to remain constant for this duration and the actions reviewed half way through the five-year duration.

It is anticipated that this DAP will be dynamic in the annual targets and therefore the targets will be reviewed and amended annually by the AAG. All reviews and amendments will be forwarded to the Board for approval.

As this DAP is significantly different to previous DAP structures, it is anticipated that the AAG may amend some of the actions during the first year of implementation to ensure that the intention of the DAP is successful.

9. Objectives, Actions and Targets

The DAP is broken into three sections (Objectives, Actions and Targets) which essentially outline where or what FSPL is aiming to achieve, how FSPL will achieve and monitor progress towards the DAP objective. The objectives are based on the seven Universal Design Principles and these are provided below.

DAP Objectives

S1. - Equitable Use – “Being Fair”

FSPL is useful, accessible and inclusive of people with disability by:

- Providing the same means of use for all users: identical whenever possible; equivalent when not.
- Avoiding segregating or stigmatizing any users.
- Provision of privacy, security, and safety equally available to all users.
- Ensuring design appeals to all users.

Actions

- A1. FSPL adhering to the universal design principles.
- A2. Ensure that all programming (internal or 3rd party) reports on accessibility
- A3. Maintain FSPL’s affiliation with the Companion Card Scheme and Assess events against the Event Access Checklist.

S2. - Flexibility in Use – “Being Inclusive”

FSPL accommodates a wide range of individual preferences and abilities by:

- Providing choice in methods of use.
- Accommodating various abilities.
- Facilitating participation and engagement.
- Providing adaptability to the user's pace.

Actions

- A1. Progressively implement upgrade projects and upgrade works as identified by departments.
- A2. Upgrades / New works to comply with minimum requirements of Acts, Codes and Standards. All new works to be signed off by FSPL Access Consultant.
- A3. Ensure, where possible, best practice is implemented and / or the minimum requirements to ensure inclusivity is achieved.

S3. - Simple and Intuitive Use – “Being Smart”

FSPL is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level by:

- Eliminating unnecessary complexity.
- Maintaining consistency with user expectations and intuition.
- Accommodating a wide range of literacy and language skills.
- Provision of information consistent with its importance.
- Providing effective prompting and feedback during and after interactions.

Actions

- A1. Provide relevant information to new staff as part of the induction program, regarding disability access issues and FSPL’s DAP.
- A2. Establish partnerships with key organisations to work collaboratively in increasing accessibility.
- A3. Actively engage in consultation, promotion, feedback and governance of disability access issues across the organisation.

S4. - Perceptible Information – “Being Independent”

FSPL will communicate necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities by:

- Using different modes (pictorial, verbal, tactile) to present essential information.
- Providing adequate contrast between essential information and its surroundings.
- Maximising "legibility" of essential information.
- Differentiating elements in ways that can be described (i.e. make it easy to give instructions or directions).
- Providing compatibility with a variety of techniques or devices used by people with disability.

Actions

- A1.** FSPL publications and communications to be provided in accessible formats.
- A2.** FSPL website to promote opportunities and provide information regarding accessibility throughout the site and services along with any temporary opportunities.
- A3.** Tenderers, Tenants and Event holders to demonstrate their commitment to EEO and DDA as part of all FSPL tendered works.

S5. - Tolerance for Error – “Being Safe”

FSPL minimises hazards and the adverse consequences of accidental or unintended actions by:

- Arranging elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded.
- Providing warnings of hazards and errors.
- Providing fail safe features.
- Discourages unconscious action in tasks and interactions.

Actions

- A1.** All customer service counters staffed across the site to be knowledgeable in accessible features and Accessibility incorporated within operational checking systems (weekly checks).
- A2.** Utilise the National Relay Service to assist in telephone communications if required.
- A3.** Engage with and develop awareness / learning opportunities with key organisations/people with a focus on access and disability.

S6. - Low Physical Effort – “Being Active”

FSPL can be used efficiently and comfortably and with a minimum of fatigue by:

- Allowing users to maintain current levels of involvement within opportunities and enhance interactions where possible.
- Using reasonable actions to interact with FSPL.
- Minimising repetitive actions.
- Minimising sustained physical effort.

Actions

- A1.** Accessibility Action Group to be active in the awareness raising, direction and monitoring of accessibility.
- A2.** Lobby State and Federal Governments and other organisations for a greater focus on accessibility.
- A3.** Actively support events which support people with disability by hosting relevant activities at Fed Square.

S7. - Size and Space for Approach and Use – “Being Comfortable”

FSPL provides appropriate size and space for the approach, reach, manipulation, and use of regardless of user's body size, posture, or mobility by:

- Providing a clear line of sight to important elements for any seated or standing user.
- Providing all reachable components comfortable for any seated or standing user.
- Accommodating variations in dexterities and body sizes.
- Providing adequate space for the use of assistive devices or personal assistance.

Actions

- A1.** Ensure accessible features (e.g. car parking) are sufficient for usage, including during specific events.
- A2.** Ensure options (such as seating / interactive elements) are accessible and available throughout the site.
- A3.** Maintenance of accessible features shall be prioritised and completed in-line with the universal design principles.

Annual Targets

The design of the FSPL DAP is to ensure that it remains current throughout each year, therefore our annual targets change each year. Due to the DAP being dynamic, annual targets are used solely internally which ensures a high level of accountability and aligns with current best practice.

For further information regarding the FSPL DAP please feel free to contact us and we'll be available to assist with your enquiry.