



XI FIP WORLD POLO CHAMPIONSHIP SYDNEY 2017

Accessibility Plan

Event Dates:

17th October – 30th October 2017

Submitted by:

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1. Event Overview

The XI FIP World Polo Championship Sydney 2017 will be a one-off International event held at Sydney Polo Club, Richmond, NSW. The event will incorporate the 8 highest ranking polo teams in the world, up to 300 Australian horses, 100 competitors and the involvement of the 84 polo playing nations.

Given the extent and international reach of the event, Sydney Polo Club in conjunction with Destination NSW successfully won the bid to host the World Polo Championship in October 2017.

2. Principles

The XI FIP World Polo Championship Sydney 2017 Accessibility Plan has been developed in response to our ongoing commitment to the provision of dignified access to the event. It also demonstrates XI FIP World Polo Championship Sydney 2017 commitment to comply with the *Commonwealth Disability Discrimination Act 1992* (DDA). It outlines the practical steps in place to break down barriers and promote access to the event.

The key guiding principle is that the XI FIP World Polo Championship Sydney 2017 should be accessible to the whole population. This principle is not predicated on legislative or regulatory requirements, but rather on the recognition that the XI FIP World Polo Championship Sydney 2017 is for all in New South Wales, Australia and the World, regardless of accessibility needs. In line with this thinking and by way of example, if a space is easily accessible by patrons who use a wheelchair, then it follows that this space will also be easily accessible for all patrons including people with limited mobility and families with prams.

For the purpose of this plan, it is best to define “disability” in the broadest sense, including physical, sensory, intellectual, neurological and psychological disabilities. Further, it is important that the barriers preventing those with disability from participating in the XI FIP World Polo Championship Sydney 2017 are identified and remedied.

The term ‘barrier’ refers to an obstacle that may be encountered which restricts a person with a disability and/or disabilities from fully participating in community life. Barriers can be physical, attitudinal and communicational, and can often be easily removed or modified so that the level of access is increased.

The term ‘access’, therefore refers to the removal of barriers and is generally used to describe outcomes. For example, an accessible toilet is one which is modified in a way in which all members of the community can use the facility regardless of their level of ability or disability.

As a result of implementing this Accessibility Plan, the XI FIP World Polo Championship Sydney 2017 can maximise its reach, as more people are able to engage with the event in more ways.

Key Strategies

The Accessibility Plan is based on six key customer focussed objectives:

- People of all abilities can easily navigate around the venue
- People of all abilities have easy access to all information about the event
- People of all abilities will have easy access to the venue via public and private transport
- People of all abilities can enjoy events and functions with their family and friends
- People of all abilities have access to the full range of seating options
- People of all abilities will be treated as equal and valuable guests in all dealings



Strategic and Policy Guidelines

The *Disability Discrimination Act* requires all operators to demonstrate that reasonable adjustments have been made to ensure that equitable access has been provided for people of all abilities. The Accessibility Plan has been developed for the purposes of:

- reducing barriers to persons with a disability accessing goods, services and facilities;
- reducing barriers to persons with a disability obtaining and maintaining employment;
- promoting inclusion and participation in the community of persons with a disability; and
- achieving tangible changes in attitudes and practices which discriminate against persons with a disability.

The *Disability Discrimination Act* makes discrimination based on disability against the law.

The *Disability Discrimination Act* establishes a responsibility for WPC to:

- eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of work, accommodation, education, access to premises, clubs and sport, and through the provision of goods, facilities, services and land;
- ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and
- 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.

Australia is also a signatory to the *United Nations Convention on the Rights of Persons with Disabilities*, which is a legally binding standard that recognises people with a disability as equal and active citizens.

Article 30 - Participation in cultural life, recreation, leisure and sport states:

- Parties recognise the right of persons with disabilities to take part on an equal basis with others in cultural life, and shall take all appropriate measures to ensure that persons with disabilities; and
- Enjoy access to places for cultural performances or services, such as theatres, museums, cinemas, libraries and tourism services, and, as far as possible, enjoy access to monuments and sites of national cultural importance.

With a view to enabling persons with disabilities to participate on an equal basis with others in recreational, leisure and sporting activities, States Parties shall take appropriate measures:

- To ensure that persons with disabilities have access to sporting, recreational and tourism venues;
- To ensure that persons with disabilities have access to services from those involved in the organisation of recreational, tourism, leisure and sporting activities.

Guiding Principles

The Australian Government's National Disability Strategy 2010-2020 sets out a 10-year national policy framework for improving life for Australians with disability. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development. This new approach will assist in addressing the challenges faced by people with a disability, both now and into the future.

The Plan is a 10-year national policy framework that sets out six priority areas for action to improve the lives of people with a disability, their families and carers. These are:

- Inclusive and accessible communities—the physical environment, including public transport; parks, buildings and housing; digital information and communications technologies; civic life including social, sporting, recreational and cultural life.
- Rights protection, justice and legislation—statutory protections, such as anti-discrimination measures, complaints mechanisms, advocacy, the electoral and justice systems.
- Economic security—jobs, business opportunities, financial independence, adequate income support for those not able to work, and housing.
- Personal and community support—inclusion and participation in the community, person-centred care and support provided by specialist disability services and mainstream services; informal care and support.

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- Learning and skills—early childhood education and care, schools, further education, vocational education; transitions from education to employment; life-long learning.
- Health and wellbeing—health services, health promotion and the interaction between health and disability systems; wellbeing and enjoyment of life.

In order to work towards the goals of the National Disability Strategy the consultation and development of the Access, Inclusion and Equity Strategy was underpinned by ‘the seven principles of universal design’

These are:

- Equitable use
- Flexibility of use
- Simple and intuitive use
- Perceptible information
- Tolerance for error
- Low physical effort
- Size and space for approach and use

3. Wayfinding and Navigation

Our Vision

People of all abilities can easily navigate around the venue for the XI FIP World Polo Championship.

What we will do

- Create a precinct map that clearly shows the most accessible routes through the event site to all facilities, accessible transport and car parking
- Include accessible toilet facilities on signage
- Confirm and indicate accessible public transport options
- Develop an overall wayfinding strategy that takes into account the needs of patrons with a disability that allows easy access throughout the venue
- Add to the style guide, that signage must have an eye level of 1.2 metres from the ground
- Consider creating braille and audio information and direction boards in addition to the written signage
- Ensure all volunteers are specifically and adequately trained to assist people of all abilities to navigate their way around the event site

4. Web Information

Our Vision

People of all abilities have easy access to all information about XI FIP World Polo Championship.

What we will do

- Incorporate “customer first” language in all accessibility information
- Integrate accessibility information into each information page throughout the website
- Enhance the information of accessible public transport with specific information on accessible bus and train options
- Include information of the facilities available to people of all abilities, including key measurements of toilet facilities
- Create a precinct map that clearly shows:
 - Step-free routes
 - Location of all disabled toilets
 - Location of venue entrances with accessible turnstiles
 - Location of accessible parking
 - Location of accessible public transport, including accessible train station entrances and low floor bus stops
 - Location of set down points and loading zones
 - Indication of accessible seating areas
 - Indicate seating areas for people of all abilities
 - Show the step-free route from the entry to the venue to the seating
 - Consider the development of an interactive online venue map that allows a visitor with a disability to find access through the site, venue entrances and seating

5. Transport

Our Vision

People of all abilities will have easy access to the venue via public and private transport.

What we will do

- Negotiate with State Transit Authority for regular shuttle buses to be provided to the event
- Include accessible transport options in all event programs
- Negotiate with Uber to ensure accessible taxis are available for the event
- Direction boards in addition to the written signage will be used
- Golf Cart transportation will be available for those requiring assistance from the car parks and Transport Mall to the event site
- Consider the development of kerbs for bus parking area to ensure wheelchair access is achievable in the Transport Mall for low floor buses



6. Booking and Seating

Our Vision

People of all abilities can enjoy the event with their family and friends. People of all abilities have access to the full range of seating options.

What we will do

- Provide enhanced booking information on how to book seats for groups including people of all abilities
- Provide information on how to book accessible seating for the event
- Review seating structures with a view to designing family and group inclusive seating to be incorporated into event site design
- Where possible include ramps to upper levels to facilitate emergency evacuation and greater access to all levels of the grandstand designated all abilities areas

7. Workforce and Volunteers

Our Vision

People of all abilities will be treated as equal and valuable patrons in all dealings with XI FIP World Polo Championship.

What we will do

- Create an event management guide that incorporates guidance on the facilities, information and staff support that should be provided to people of all abilities by event organisers
- Develop a customer first staff briefing guide for communication with people of all abilities
- Incorporate customer needs of patrons of all abilities into all staff training programs and contractor briefings
- Develop a recruitment and monitoring program to ensure people of all abilities are considered for all employment and volunteer positions