

ACCESS RESOURCE KIT Creating Accessible Communities

**WITH CHECKLISTS
TO IMPROVE ACCESS FOR
PEOPLE WITH DISABILITIES**

Government of Western Australia

**Disability Services Commission
Western Australia**

Western Australian Municipal Association

Institute of Municipal Management

Creating Accessible Communities

June 1996

Updated April 2001

Technical Requirements updated February 2011

DISCLAIMER

While care has been taken by the Disability Services Commission in preparing this Access Resource Kit for public authorities, the Commission does not accept responsibility or liability for the results of specific action taken on the basis of this information nor for any errors or omissions.

Legal issues in the area of anti-discrimination law are in the process of change. All actions taken by a public authority in reliance on the checklists remain the responsibility of that public authority.

COPYRIGHT

This manual is copyright. However, the purchaser may reproduce information and checklists within this manual for the purpose of assessing access for people with disabilities to services and facilities. Parts of the manual may also be used for community education purposes, as long as the original meaning is retained and the source is acknowledged. Enquires concerning reproduction of this manual should be directed to:

Access Improvement Branch
Disability Services Commission
146-160 Colin Street
WEST PERTH WA 6005
Phone: (08) 9426 9384
TTY: (08) 9426 9315
Fax: (08) 9481 5223

© Copyright 2001 Disability Services Commission

This manual was originally published in June 1996 and technical access requirements updated in April 2001 and Feb 2011.

ISBN 0 7309 7626 2

The contents of this Kit are available in alternative formats (eg audio tape, computer disc, large print or Braille) by contacting the Disability Services Commission.

TABLE OF CONTENTS

FOREWORD	i
THE ACCESS RESOURCE KIT	iii
The Access Resource Kit and Disability Service Plans	iii
Contents	iii
Access Standards - New Works	iv
Using the Kit.....	iv
Updating the Kit.....	iv
Your Feedback Welcome	iv
PART 1: PEOPLE WITH DISABILITIES AND PLANNING FOR ACCESS.....	1.1
People with Disabilities	1.3
Barriers to Accessing Services.....	1.7
Designing for Access.....	1.9
PART 2: USING THE ACCESS CHECKLISTS	2.1
Disability Service Plans and Access Checklists	2.3
The Access Checklists.....	2.5
Using the Checklists – Steps	2.7
Guide for Local Governments	2.10
Guide for State Government Agencies.....	2.14
PART 3: ACCESS CHECKLISTS	
Buildings and Facilities Checklist	3.1
Information Checklist.....	3.59
Staff Access Awareness Checklist	3.79
Public Participation Checklist	3.95
Adapting Services Checklist	3.105

TABLE OF CONTENTS

PART 4: APPENDICES	4.1
Appendix A: Checklist Definitions.....	4.3
Appendix B: Legislation and Standards.....	4.7
Appendix C: Access Information and Contacts	4.13
Appendix D: Acknowledgments.....	4.23
Appendix E: Issues and Actions.....	4.27

FOREWORD

Access to services and facilities impacts directly on the quality of everyday life of many people with disabilities, their families and carers. While many of us take for granted the ability to go about our daily lives without experiencing barriers in our normal environment, the same is not the case for people with disabilities.

The Disability Services Act (1993) contains a vision of a world in which people with disabilities share the same opportunities as others to access community life. The Act requires State Government to develop Disability Service Plans. Since January 1996 over 250 public authorities have been implementing their Disability Service Plans to remove access barriers.

The Commission has been delighted with the response to this planning initiative and is keen to assist public authorities identify current access issues and develop solutions to address them.

I am pleased to release this Access Resource Kit which has been developed with extensive consultation and co-operation between the community and government.

Individuals with disabilities and their service providers have contributed valuable insights and information into the features that make services accessible. The productive partnership has continued with State Government agencies and Local Governments throughout Western Australia contributing significantly to the project. The contents of the Kit have benefited greatly from this shared expertise and experience.

I thank all who assisted with the Kit's development, including ACROD and the Independent Living Centre who joined with the Commission to form the project's steering committee.

I am delighted that the Western Australian Municipal Association and the Institute of Municipal Management are continuing their support of the Disability Service Plan initiative by endorsing the Kit.

The Kit will be valuable in assisting us create that accessible world to which we aspire. I look forward to the future when people with disabilities can access services and facilities like other members of the community.

Barry MacKinnon
CHAIRPERSON, DISABILITY SERVICES COMMISSION

This page has been intentionally left blank.

THE ACCESS RESOURCE KIT

The Access Resource Kit and Disability Service Plans

This Access Resource Kit has been developed to assist Western Australian State Government agencies and Local Governments to improve access for people with disabilities to their existing services and facilities.

Under the Western Australian Disability Services Act (1993), public authorities are required to prepare and implement Disability Service Plans that address five key outcomes to ensure that people with disabilities can access their services and facilities. The Kit has been specifically designed to be used by these public authorities to assist them to implement, monitor and report on their plans.

The Kit contains checklists to assist with the identification of access barriers to services. Each checklist includes a section to enable the identified access barriers and proposed solutions to be easily incorporated into the disability service planning process.

Contents

The Kit contains the following:

The Access Resource Kit

This gives an overview of the purpose and contents of the Access Resource Kit.

People With Disabilities And Planning For Access

This part contains important information about the practical issues involved with the provision of access for people with disabilities.

Using The Access Checklists

This part gives an overview of the access checklists contained within this Kit. It outlines how the checklists are intended to be used.

Access Checklists

Checklists which address each of the major access outcomes identified within the disability service planning process are contained within this part of the Kit.

At the back of each checklist is an Issues and Actions sheet which may be used to list identified access barriers and possible ways to overcome these barriers.

THE ACCESS RESOURCE KIT

Appendices

This part contains the checklist definitions and information relevant to the legislative responsibilities of public authorities to provide access for people with disabilities. In addition it provides practical information on access resources. Part 4 also includes acknowledgments.

Access Standards - New Works

The information contained in this kit is intended to be used to identify access barriers to existing services and facilities. Those upgrading or planning new building work should directly consult the most up-to-date documentation relevant to access regulations and legislative responsibilities. At the time of updating the ARK, February 2011, this documentation includes the Building Code of Australia (BCA), the Disability Discrimination Act 1992 (DDA), the Human Rights Australia Commission's (HRAC) Advisory Notes on Access to Premises and the Australian Standards on Access (refer Section 4 for resource information).

Using the Kit

The checklists are designed so that they can be administered by your own staff.

It is intended, and strongly recommended, that each section is read in sequence. This is in order to provide readers with the information that they will need to enable them to use the checklists effectively.

Updating the Kit

This Kit was first published in June 1996 and updated in April 2001 and February 2011. Access requirements change as various legislative requirements, codes and Australian Standards are updated.

It is intended that this Kit will be updated to reflect major changes. However, it is up to individual users, particularly those developing services, to independently check their legislative access responsibilities according to the most up-to-date codes and standards as this is beyond the intended purpose of the Kit.

Your Feedback Welcome

The Disability Services Commission welcomes your feedback on the contents of this Kit. A comment page is included at the back of Part 4 and we look forward to your feedback for consideration when updating the Kit's contents.

This page has been intentionally left blank.

PART 1

PEOPLE WITH DISABILITIES AND PLANNING FOR ACCESS

PEOPLE WITH DISABILITIES & PLANNING FOR ACCESS

TABLE OF CONTENTS

PEOPLE WITH DISABILITIES.....	1.2
BARRIERS TO ACCESSING SERVICES.....	1.7
DESIGNING FOR ACCESS	1.8

This page has been left blank intentionally.

PEOPLE WITH DISABILITIES

Background

A disability may be defined as any physical, sensory, neurological, intellectual, cognitive, or psychiatric condition that can impact on a person's lifestyle and/ or everyday functioning.

According to the Australian Bureau of Statistics (1998), (needs updating) there were 355,500 people with a disability in Western Australia. This accounts for 19.5% of the total population.

The number of people with a disability in Western Australia is estimated to rise to 564,900 by the year 2021, an increase of almost 60 per cent. (Needs updating)

Disabilities can occur at any time in a person's life. For some, the disability begins at birth. For others, it can be the result of a sporting or motor vehicle accident. Other people acquire disabilities later in life through various illnesses or ageing.

Some disabilities can affect a person's ability to communicate, interact with others, learn or get about independently. A disability can impact on a person's employment, education, recreation, accommodation and leisure opportunities.

Disabilities may be short or long term. Some are episodic and many people may have more than one disability.

Causes of Disability

The causes of disability can vary and as a person ages the severity of the disability can change.

Disabilities may be:

- genetically determined;
- environmentally determined; or
- of unknown cause.

A genetically determined disability is usually inherited from the parents. However, a new genetic error can occur leading to symptoms of the condition. Examples of this are cystic fibrosis and muscular dystrophy.

An environmentally determined disability results from an accident, injury, disease or infection. Examples include acquired brain injury, spinal cord injury and diabetes.

Sometimes a disability is of unknown origin. This is the case with many physical disabilities, intellectual disabilities and some forms of mental illness.

PEOPLE WITH DISABILITIES

Disabilities vary according to individual circumstances, however the following generally applies.

People who are blind or have vision impairments

People with significant vision loss can be totally blind or have low vision. Some causes of vision loss are:

- glaucoma;
- diabetes;
- cataract; or
- trauma to the eye through an accident, injury or disease.

People who are deaf or have hearing impairments

People who have a hearing impairment or are deaf can have a hearing loss ranging from the very mild through to profound. The majority of people have mild hearing impairments and communicate verbally. People who are profoundly deaf may communicate in Auslan (Australian Sign Language).

Cerebral Palsy

Cerebral palsy is a term used to describe a number of conditions that cause abnormalities of movement and posture. The degree of disability can range from minimal to severe. People with cerebral palsy may also have difficulty in communicating and with mobility.

Multiple Sclerosis

Multiple sclerosis (MS) affects the central nervous system and interferes with the transmission of nerve impulses throughout the brain and nervous system.

Symptoms can include sensory changes, muscle weakness, fatigue, pins and needles, numbness or blurred vision. MS can also affect mobility and muscle coordination, bladder control, speech, balance, concentration and memory.

Intellectual Disability

For many people who have an intellectual disability the cause is unknown. For others there may be well described syndromes. The majority of people with an intellectual disability now live in the wider community, supported by a range of services to meet their needs.

Intellectual disabilities can occur in various degrees of severity and each person's abilities will differ accordingly.

PEOPLE WITH DISABILITIES

Paraplegia and Quadriplegia

Both conditions result from injury to the spinal cord. This injury causes muscle paralysis and sensory loss. Injury to the spinal cord occurs at different levels and this determines the severity of the condition.

The most common causes of spinal injury are falls, diving and traffic accidents. Most people with these conditions experience problems with mobility and are often reliant on the use of a wheelchair.

Other disabilities

There are many other disabilities that have a significant impact on the lives of people and which may affect their ability to use a service or facility. These include:

arthritis;
acquired brain injury;
stroke; and
psychiatric and behavioural disabilities.

Planning to overcome access barriers

The main type of disability in Western Australia is physical disability which affects 69 per cent of people with disabilities.

Planning for people with disabilities will also provide benefits to other members of the community who may be disadvantaged in terms of access. Examples include:

- parents with prams and seniors who find it difficult to negotiate steps or steep gradients;
- people who have a temporary disability through accident or illness;
- tourists and people from culturally and linguistically diverse backgrounds who may find it difficult to read signs or understand information; and
- small children who have difficulty climbing steps or understanding information.

People with disabilities face barriers to everyday activities such as hearing what is said, seeing small print, climbing stairs or understanding signage. The impact these barriers create on the life of the person concerned can be major, particularly if the individual has multiple disabilities.

PEOPLE WITH DISABILITIES

Often people with disabilities are unable to do many of the things most of us take for granted, such as:

- visit the local library or other community centres;
- read and understand public notices or newsletters;
- use public transport;
- participate at the local swimming pool or recreation centre;
- hear what is said at a public meeting; and
- shop at the local shops.

The exact impact of a disability on the life of an individual varies according to a number of factors including:

- the specific nature and severity of the disability;
- the person's strength, stamina, size, weight and age;
- the person's ability to cope; and
- the physical, social and economic environment within which the person is living.

It is important to note that many environmental barriers can be avoided with informed planning.

BARRIERS TO ACCESSING SERVICES

A person's ability to access services and facilities is affected by a number of factors, including the degree and type of disability which can vary considerably between individuals. In order to appreciate the diverse facets of access imagine, for example, you are a person who uses a wheelchair and you wish to visit your local community centre. You are able to drive your own car and therefore do not have to try to use public transport. When visiting your community centre you:

- ring to check the accessibility of the venue and are assured that it is accessible. Arrive and park in an accessible parking bay; however you cannot get to the footpath as there is no ramped kerb from the parking bay to the footpath;
- make a long detour through the parking area and when you get to the front door find it is too heavy for you to open. You wave and someone opens the door for you;
- get to the reception counter and, although it is high, you can partially see the receptionist and get your query answered;
- are directed to the enrolment desk for community courses by the receptionist. Feel embarrassed when your chair cannot fit under the desk. Go back and wait in line until the receptionist is available to help you fill in your form;
- prepare to pay your enrolment fee, however the cashier's desk is upstairs and as there is no lift you have to wait while the receptionist arranges for the cashier to come to you with a receipt book;
- wait in the foyer for the cashier and look at the notice board. You see a flyer and pamphlets promoting a community consultation about proposed changes to zoning in your district. As a resident you are interested, however you cannot reach the pamphlet dispenser. You also notice the venue for the consultation, and know that it is not wheelchair accessible;
- bump into a friend and decide to have a coffee. However you skip the idea when you see that the entrance to the coffee shop is up three steps; and
- decide to visit the toilet prior to going home and are pleased to find it is accessible.

As is evident in the above example, there are many different factors involved in the provision of access. In addition, frequently people interpret the word "access" as only referring to physical access. However, the provision of physical access is just one aspect of improving access to facilities and services for people with disabilities.

BARRIERS TO ACCESSING SERVICES

If a person with a hearing or vision impairment was visiting the same local community centre as the one used in the above example they would have faced different barriers. As it was, the barriers used included:

- **barriers to physical access:** kerbs and footpaths, weight of doors, access to desks, counters, the cashier and the steps to the coffee shop.
- **barriers to accessible information:** the reception desk in the foyer was too high for a person in a wheelchair to be able to communicate comfortably. It was good that there was a notice board in the community centre foyer, however unfortunate that the information was out of reach for a person in a wheelchair.
- **barriers due to lack of staff awareness and skills in delivering services to people with disabilities:** the receptionist remained behind the desk. She was unaware that it would have been preferable for her to come from behind the counter and sit at eye level with the person in the wheelchair when answering queries.
- **barriers to opportunities to participate in public consultations and decision making processes:** in this instance the person with a disability does not have the same opportunity as other residents to participate in the community consultation. The information was not accessible and neither was the consultation venue.
- **barriers to opportunities to socialise:** the lack of physical access at the coffee shop resulted in the loss of an opportunity to socialise with a friend.

Identifying creative solutions to eliminating access barriers requires careful thought and informed planning. Solutions to access problems as outlined above need not involve major expenditure. Access solutions benefit the whole of the community.

DESIGNING FOR ACCESS

Designing Access for People of all Ages and Abilities

The following section highlights design implications for access. There are many different types of disabilities, but there are implications for service planners and providers in three major areas of disability:

- physical, including people who use wheelchairs, people who have difficulty walking and people who have difficulty with finger or hand control;
- sensory (vision, hearing); and
- people with disabilities that affect communication and thought processes.

People with Physical Disabilities

People who use wheelchairs.

Although the number of people who use wheelchairs is small compared with other physical disability groups, the implications for designers are, in many ways, the greatest. If designers of facilities intended for use by the general public consider the needs of a person who uses a wheelchair, then the vast majority of people (including people with prams, goods, or shopping trolleys) will also benefit.

Design considerations for people who use wheelchairs include:

- avoidance of abrupt vertical changes of level (kerbs, steps, ruts, gutters etc.) to ensure a continuous accessible path of travel;
- avoidance of excessive slope (camber) across the direction of travel on a footpath which makes control of the wheelchair difficult;
- provision of adequate forward reach and available clearance under basins, tables and benches to allow access for the person in the wheelchair as well as their wheelchair footrests and front wheels;
- provision of adequate space into doorways and within rooms to allow for wheelchair dimensions and turning circles; and
- avoidance of surface finishes which hamper wheelchair mobility (eg. gravel, grass or deep-pile carpet) and surfaces that do not provide sufficient traction (eg. polished surfaces).

People who experience difficulty walking.

People who experience difficulty walking may have disabilities which arise from medical conditions including stroke, lower limb amputation, cerebral palsy, Parkinson's disease and arthritis.

DESIGNING FOR ACCESS

The description includes those people who:

- use a walking aid (crutches, stick, cane, frame, guide dog);
- wear a leg brace or have an artificial limb;
- have limited physical stamina;
- have stiff hips, knees or ankles;
- have uncoordinated movements;
- walk slowly; or
- have balance problems.

Design considerations for people who experience difficulties walking include:

- specific attention to steps and handrail design to ensure adequate support and a feeling of confidence and ease when negotiating steps;
- provision of cover from weather as slowness of movement can result in greater time spent along walkways and getting into buildings;
- provision of seating in waiting areas, at counters and along lengthy walkways to reduce fatigue;
- awareness that a ramp can prove difficult for some ambulant people so steps and lifts provide useful alternatives;
- identifying access hazards associated with doors, including the need to manipulate a handle while using a walking aid and difficulty moving quickly through swinging doors;
- providing surface finishes that are slip-resistant, evenly laid and free of hazards to minimise risk of injury; and
- minimising street clutter caused by signs and billboards and placing it away from the main pedestrian flow.

People who have difficulty holding and/or manipulating objects.

Problems associated with manipulation and holding may be due to arthritis, nerve injuries and upper limb (finger, hand or arm) amputation.

Design considerations include:

- the operation of fittings such as door handles, switches, lift buttons and taps. (generally levers are preferable to knobs); and
- the operation of switches or buttons (large switches or push buttons that can be used by the palm of the hand are preferable to switches or lift buttons that need finger operation) while sensor devices may assist some people.

DESIGNING FOR ACCESS

People With Sensory Disabilities

People with sensory disabilities may have partial or complete loss of sight or hearing.

Design considerations for people who may have partial or complete loss of sight include:

- providing ways they can identify changes in direction, changes in level, hazards and obstacles such as projecting signs and windows;
- the size, colour, luminance contrast, location, illumination and type of signs;
- clear, even illumination levels in and around buildings so they are not dangerous and confusing;
- planning so that a person who is unable to see will know whether a lift has arrived at the floor or whether it is going up or down; and
- being aware that escalators can be difficult to use and that well-designed stairs or ramps are a useful alternative.

Design considerations when designing facilities or services for people who are deaf or who have a hearing impairment include:

- providing information that is both written and spoken in public buildings such as transport terminals and airports (for example voice announcements as well as visual display boards); and
- providing an audio loop system or other appropriate hearing augmentation systems to assist people who use hearing aids in public places such as auditoriums and conference facilities.

People with disabilities affecting communication and thought processes.

People with a wide variety of disabilities including intellectual, cognitive and psychiatric disabilities, may have significant difficulty when it comes to asking for and understanding information. Clear information also assists children and people from culturally and linguistically diverse backgrounds.

Design and service provision considerations when planning for people who are deaf or have a hearing impairment include:

- need for clear signage;
- clear pathways through a building;
- provision of information with clear instructions;
- service provision through personal assistance; and
- well planned uncluttered environments.

DESIGNING FOR ACCESS

This section of Designing for Access has been taken from *Designing for Access - Beyond Minimum Requirements* a paper presented by Helen McAuley of ACROD National at an Australian Standards Seminar on Access.

PART 2

USING THE ACCESS CHECKLISTS

USING THE ACCESS CHECKLISTS

TABLE OF CONTENTS

DISABILITY SERVICE PLANS AND ACCESS CHECKLISTS.....	2.3
THE ACCESS CHECKLISTS.....	2.5
USING THE CHECKLISTS – STEPS.....	2.7
GUIDE FOR LOCAL GOVERNMENTS.....	2.10
GUIDE FOR STATE GOVERNMENT AGENCIES.....	2.14

This page has been intentionally left blank.

DISABILITY SERVICE PLANS AND ACCESS CHECKLISTS

The Western Australian Disability Services Act (1993) requires State Government agencies and Local Governments to develop and implement Disability Service Plans to ensure that people with disabilities, like other members of the community, can access services provided by public authorities in Western Australia.

To improve access for people with disabilities, public authorities are working towards the achievement of the following five key outcomes in their plans:

1. Existing services are adapted to ensure they meet the needs of people with disabilities.
2. Access to buildings and facilities is improved.
3. Information about services is provided in formats which meet the communication requirements of people with disabilities.
4. Advice and services are delivered by staff who are aware of and understand the needs of people with disabilities.
5. Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision making processes.

DISABILITY SERVICE PLANS AND ACCESS CHECKLISTS

This page has been intentionally left blank.

THE ACCESS CHECKLISTS

The access checklists contained in this Kit address each of these five outcomes. They were developed through consultation with a wide range of State Government agencies, Local Governments and people with disabilities and will be useful for:

- obtaining baseline information about the current accessibility of services and facilities; and
- measuring improvements in access to services and facilities.

By using these access checklists, government service providers will be able to systematically identify barriers that are currently preventing or making it difficult for people with disabilities using their services. The checklists will also be useful when identifying the actions required to improve access to these services.

The checklists can be used to identify access to a wide range of services including information services, building approval and planning services, parking services, hospital services and legal services.

Although the checklists can be used separately, it is strongly recommended that they are all used to systematically identify the many common barriers to access. When used together, the checklists provide a comprehensive and accurate picture of the accessibility of a service.

The package includes the following checklists:

◆ **Access to Buildings and Facilities**

This checklist is made up of a number of sections which will assist with the evaluation of access to existing buildings and facilities provided by public authorities. The sections consider common access issues such as internal and external access, lifts, entrances, signage, toilets, car parking, public open space, as well as other specific facilities.

There are mandatory and recommended requirements concerning access provision in new building works. These are contained in the Building Code of Australia and Australian Standards. State Government agencies and Local Governments involved in new building works should refer directly to these documents as it is important that new building works comply with the current requirements of these documents. For more information refer to Part 4 of this Kit.

THE ACCESS CHECKLISTS

◆ **Access to Information**

This checklist is aimed at evaluating the level of access to information provided by public authorities and considers use of language, alternative formats and other communication strategies.

◆ **Staff Access Awareness**

This checklist has two complementary sections. The first is a sample survey that could be issued to any staff member to determine levels of staff awareness of access for people with disabilities. The second is a checklist provided to assist with the compilation of the results of the staff access awareness survey.

◆ **Public Participation**

This checklist will assist in evaluating the extent of access to any decision-making or consultation processes, grievance mechanisms and quality assurance processes.

◆ **Adapting Services**

This checklist will assist users to gauge the extent to which their services are relevant and appropriate and to ensure that policies, procedures and practices do not exclude people with disabilities.

USING THE ACCESS CHECKLISTS - STEPS

When completing the checklists for any service it is helpful to bear in mind the following questions:

- To what extent is this service provided to the public?
- Who are the users of the service?
- To what extent are people with disabilities, their families and carers users or potential users of this service?

Each public authority will decide how often they wish to assess the accessibility of services. However, it is recommended that high public usage services are audited on a regular basis. Access assessments can be conducted in conjunction with any existing reviews of services and facilities such as annual inspections.

The major results from the checklists can be incorporated into planning documents and annual reports prepared by public authorities.

The following steps are suggested when assessing your services:

STEP 1: Nominate Co-ordinator

Ideally the access assessment should be coordinated by the committee or individual who has responsibility for overseeing the implementation of your Disability Service Plan.

STEP 2: List Services

List all in-house and contracted services provided by your organisation. The list of services identified in your Disability Service Plan will provide a useful resource when identifying services.

STEP 3: Select Services

Rank the services identified in Step 2 according to the level of public involvement. Services that are most frequently used by the public or that significantly impact on people with disabilities should be given the highest priority.

USING THE ACCESS CHECKLISTS - STEPS

STEP 4: Identify Resources

Identify any staff and or financial resources required for administering the checklists. Identify a proposed timeline for the access assessment.

The checklists may be administered by one or more staff. It is important however that all staff administering the checklists are given copies of the sections People With Disabilities and Planning for Access and Using the Access Checklists before commencing assessment.

STEP 5: Planning Access Assessment

In conducting your assessment of access you may wish to assess services individually, by groups of services, or by programs.

It is important to identify the components of the service to be assessed to that the relevant checklists are used.

STEP 6: Complete Checklists

During this step the person(s) responsible for assessing the accessibility of the nominated service category will need to complete the relevant checklists. The checklists should preferably be completed in the following order:

- Buildings and Facilities
- Access to Information
- Staff Access Awareness
- Public Participation
- Adapting Services.

USING THE ACCESS CHECKLISTS - STEPS

STEP 7: Summarise Actions

Following completion of each checklist, a summary of identified issues can be prepared using the *Issues and Actions Sheets* provided at the end of each checklist.

As much as possible, rank issues in order of priority and identify any required actions. Priorities for action should be developed based on the services used most by the public.

Often there can be more than one solution to overcoming a particular barrier. Seeking appropriate advice on the best and most economical way of removing barriers, especially in the area of physical access, is important.

STEP 8: Report to Management

Report to management on the results of the assessment of services and recommended actions.

STEP 9: Amend Disability Service Plan

Once management has approved the committee's recommendations, the Disability Service Plan should be amended to incorporate the barriers, strategies time lines and person responsible. Remember to have your plan endorsed by corporate executive/Council.

STEP 10: Communicate Amended Plan

You may wish to inform staff members, interested individuals and organisations that your Disability Service Plan has been amended and that copies can be made available on request.

The following examples illustrate how a Local Government and a State Government agency would undertake an access assessment of one of their services.

GUIDE FOR LOCAL GOVERNMENTS

USING THE CHECKLISTS TO ASSESS A SERVICE PROVIDED BY A LOCAL GOVERNMENT - PAYMENT OF PROPERTY RATES

Step 1: Nominate Co-ordinator

The Access Committee responsible for overseeing the implementation of the Disability Service Plan may be responsible for overseeing the assessment of services.

Step 2: List Services

All services that are provided to the public are outlined in your Disability Service Plan.

Step 3: Select Services

Those services that have high public usage are identified. The Committee may decide that the assessment will be conducted on the following services in a particular year:

- ◆ Payment of Property Rates;
- ◆ Recreation Services; and
- ◆ Public Involvement in Council Meetings.

Approval may be sought from the Chief Executive Officer on the planned assessments.

Step 4: Identify Resources

Members of the committee may work with relevant staff from across the Council to undertake different tasks in assessing services. It may be decided that the checklists will be completed by March. A timetable may be developed to ensure that a final report on recommended changes is available so that any approved actions can be incorporated into the next year's budget.

Step 5: Plan Access Assessment

The Committee may determine that the first service to be assessed will be the Payment of Property Rates.

The following steps are involved in this service to ratepayers:

- ◆ sending of rates notice through the post;

GUIDE FOR LOCAL GOVERNMENTS

- ◆ payment of rates through the post or in person (payment can be made on the ground floor of Council Offices);
- ◆ questions about rates are handled either over the phone or in person;
- ◆ complaints about rates assessment is usually done either by phone or in person (usually at front reception counter); and
- ◆ receipt for payment of rates is provided through the post.

The following checklists are identified as relevant to assessing this service:

Buildings and Facilities Checklist

Given that Local Government offices are an important component in the delivery of this service, the following sections on general access are identified as relevant to assessing this service:

- ◆ carparking and ticket machine;
- ◆ external access;
- ◆ entrances;
- ◆ internal access; and
- ◆ toilets.

Please note that the results of this checklist can also be used for assessing the accessibility of other services such as monthly Council meetings. (The section on Lifts will need to be completed as Council meetings are on the first floor.)

Information Checklist

As information on rates is provided in person, by telephone and in writing, this checklist may be used to assess the degree to which:

- written information is clear and easy to understand and read;
- the important information on rates notices is in large bold print;
- people are advised that rates notices can be made available in alternative formats upon request; and
- the Better Hearing Counter Card is displayed and used at the front counter.

GUIDE FOR LOCAL GOVERNMENTS

Staff Access Awareness Checklist

Staff involved in providing this service directly to the public and those staff involved in the production of information for this service are identified and provided with a staff survey to assess their understanding of the access needs of people with disabilities.

Public Participation Checklist

This checklist is used to assess the complaints process for this service. (As access to the building is covered by the Access to Building and Facilities Checklist, only the accessibility of the information provided on complaints will need to be assessed.)

Adapting Existing Services Checklist

This checklist is used to identify whether policies, procedures and practices for this service are appropriate.

Step 6: Complete Checklists:

Relevant checklists are now completed.

Step 7: Summarise Actions

Using the *Issues and Actions Sheets* provided at the end of each checklist, access barriers and actions are identified and prioritised.

Step 8: Report to Management

A report to the Chief Executive Officer may be prepared once all the assessments are completed. The report may contain recommendations on the priorities, options for how problems can best be addressed, timelines and indicative costs.

Step 9: Amend Plan

Once the report has been approved, the Disability Service Plan should be amended to incorporate the new barriers, strategies, timelines and persons responsible.

The amended plan should be submitted to Council for approval.

GUIDE FOR LOCAL GOVERNMENTS

Step 10: Communicate Amended Plan

Staff may be informed via the staff newsletter or circular about the amended plan.

The community may be advised that your Disability Service Plan has been amended to better meet the needs of people with disabilities and that copies are available. Options include signage in public areas of council offices, “call-on-hold messages” and articles in community newspapers.

GUIDE FOR STATE GOVERNMENT AGENCIES

USING THE CHECKLISTS TO ASSESS A SERVICE PROVIDED BY A STATE GOVERNMENT AGENCY - LICENSING

Step 1: Nominate Co-ordinator

The Disability Services Implementation Committee may be responsible for overseeing the assessment of services.

Step 2: List services

All services that are provided to the public are outlined in your Disability Service Plan.

Step 3: Select Services

Those services that have high public usage are identified. The Committee may have decided that assessments will be conducted on the following services.

- Licensing Services;
- Information Services; and
- Support to Industry Services.

Approval may have to be sought from Executive on the planned assessments.

Step 4: Identify Resources

The Committee may choose to work with relevant staff from across the agency to conduct different parts in assessing services. They may also decide to complete the checklists by March in the current financial year.

A timetable may be developed to ensure that a final report on recommended changes is available so that any approved actions may be addressed using the November indicative budget for access for the next financial year.

Step 5: Plan Access Assessment

The first service to be assessed may be Licensing. This service is provided in the metropolitan area and in four regional centres to members of the public. The service involves:

- providing information about the licensing process via the post, telephone or at one of the agency's offices;

GUIDE FOR STATE GOVERNMENT AGENCIES

- providing an application form for licensing at one of the agency's offices or via the post;
- informing people of the outcome of their application via the post; and
- providing information about the appeal process for unsuccessful applicants either through the post or at one of the agency's offices.

The following checklists are identified as relevant to assessing this service.

Buildings and Facilities Checklist

Given that the agency's offices are an important component in the delivery of this service the following sections on general access are identified as relevant to assessing this service at each office.

- carparking and transport;
- external access;
- entrances;
- internal access;
- lifts;
- toilets; and
- utilities.

Access to Information Checklist

As information on licensing is provided in person, by telephone and in writing, this checklist is used to assess the degree to which:

- written information is clear and easy to understand and read;
- the information is physically accessible and well signed at each office;
- people are advised that the information can be made available in alternative formats upon request; and
- the Better Hearing Counter Card is available at all public counters and staff are provided with information about the TTY National Relay Service.

GUIDE FOR STATE GOVERNMENT AGENCIES

Staff Access Awareness Checklist:

Staff involved in providing this service directly to the public and those staff involved in the production of information for this service are identified and provided with a staff survey to assess their understanding of the access needs of people with disabilities.

Public Participation Checklist

This checklist is used to identify the barriers someone with a disability would have in making a complaint about this service.

Adapting Existing Services Checklist

This checklist is used to identify whether policies, procedures and practices of this service are appropriate.

Step 6: Complete Checklists:

Relevant checklists are now completed.

Step 7. Summarise Actions

Using the *Issues and Actions Sheets* provided at the end of each checklist, access barriers and actions are identified and prioritised.

Step 8: Report to Management

A report to Executive may be prepared once all the assessments are completed. The report may contain recommendations on the priorities, options for how problems can best be addressed, timelines and indicative costs.

Step 9: Amend Disability Service Plan

Once the report has been approved, the Disability Service Plan should be amended to incorporate the new barriers, strategies, timelines and persons responsible.

The amended plan should be submitted to Executive for their approval.

GUIDE FOR STATE GOVERNMENT AGENCIES

Step 10: Communicate Amended Plan

Staff may be informed via a staff newsletter or circular about the amended plan.

The community may be advised that your Disability Service Plan has been amended to better meet the needs of people with disabilities and that copies are available. Options include signage in public areas of offices, “call on hold messages” and articles in community newspapers.

The access checklists have been designed to address the majority of access needs that people with disabilities have in relation to the services provided by State Government agencies and Local Governments.

In some cases, there may be specific access issues that have not been addressed by the checklist, given the nature of the service provided by a public authority and the particular needs of the people with disabilities who use that service.

Through your customer feedback or quality assurance mechanisms it will be important to provide opportunities for people with disabilities, their families and carers and organisations to comment on access issues.

Through this process, additional access issues may be identified. Public authorities may wish to develop questions to be added to the checklist to better reflect the needs of their customers with disabilities.

It is recommended that public authorities seek guidance from the Access Improvement Branch of the Disability Services Commission prior to developing additional questions.

GUIDE FOR STATE GOVERNMENT AGENCIES

This page has been intentionally left blank.

PART 3

ACCESS CHECKLISTS

**BUILDINGS
AND
FACILITIES CHECKLIST –
Towards Best Practice**

BUILDINGS AND FACILITIES CHECKLIST

TABLE OF CONTENTS

AIM	3.3
EXAMPLES	3.3
REASONS FOR CHECKLIST	3.3
LEGISLATION, CODES AND STANDARDS	3.4
SCOPE AND USE OF THIS CHECKLIST	3.6
PLANNER	3.9

BUILDINGS AND FACILITIES CHECKLIST

TRANSPORT AND CARPARKING	3.10
EXTERNAL ACCESS	3.14
ENTRANCES	3.22
INTERIORS – GENERAL	3.26
LIFTS	3.33
TOILETS	3.35
UTILITIES	3.39

BUILDINGS AND FACILITIES CHECKLIST

TABLE OF CONTENTS (CONT.)

SUPPLEMENTARY SECTIONS FOR SPECIFIC FACILITIES

COMMUNITY HALLS	3.42
EXHIBITION SPACES.....	3.44
RECREATION/SPORTING VENUES.....	3.46
TRANSPORT FACILITIES	3.49
EDUCATIONAL FACILITIES.....	3.51
PUBLIC OPEN SPACE	3.53
ISSUES AND ACTIONS.....	3.55
CHECKLIST DEFINITIONS.....	3.57

BUILDINGS & FACILITIES CHECKLIST

AIM

- ◆ To assess the level of access of a wide range of existing buildings, facilities and the external environment for people with a variety of disabilities.

EXAMPLES

- ◆ People who use wheelchairs face difficulties such as abrupt changes in levels (eg. steps and steep slopes/gradients) and limited access under basins, benches and tables. They also need an increased circulation area, particularly at doorways and changes in direction.
- ◆ People who experience difficulty walking may have stiff hips, balance problems or uncoordinated movements which require attention to stairs and handrails, seating in waiting areas, slip resistant floor finishes and ramps with gentle slope/gradient.
- ◆ People with manipulatory difficulties (finger or hand control) require appropriately selected handles, switches, buttons (lifts) and taps to enable usage.
- ◆ People with sensory disabilities, which affect either their hearing or vision, require clear easy to understand signage and tactile indicators. This requires attention to a variety of factors including colour, luminance contrast, font size and type, levels of illumination and the provision of appropriate communication systems in public areas.
- ◆ People with intellectual disabilities may have difficulty finding their way in new environments. Therefore, direct access routes and clear directional signage with graphics are important.

REASONS FOR CHECKLIST

The provision of appropriate access not only benefits people with long term disabilities but also seniors, people with short term disabilities and parents with young children in prams.

The whole community also benefits as people with disabilities live, work, shop and contribute in a host of ways to all aspects of community life.

The increasing community recognition of the importance of providing access to public buildings and facilities is reflected in a variety of legislation, standards and codes that relate to the provision of access.

LEGISLATION CODES & STANDARDS

There are various pieces of legislation that protect and promote the rights of people with disabilities as well as codes and standards that relate to the development of buildings and facilities.

Legislation

Various pieces of relevant legislation have been enacted since the United Nations International Year of Disabled Persons in 1981. These Acts include:

- ♦ the Equal Opportunity Act (Western Australian 1984 - amended 1988);
- ♦ the Western Australian Disability Services Act (1993); and
- ♦ the Commonwealth Disability Discrimination Act (1992) (DDA).

A summary of these Acts is contained in Appendix B, Part 4 of the *Access Resource Kit* and also within the resource *Buildings – A Guide to Access Requirements*.

It is important that service providers and developers are aware of their legislative responsibilities concerning the provision of access.

IMPORTANT INFORMATION CONCERNING MEETING ACCESS REQUIREMENTS IN THE BUILT ENVIRONMENT

The Disability Discrimination Act (DDA) and the Human Rights Australia (You may wish to change this) Commission *Advisory Notes on Access to Premises*

The Human Rights Australia Commission (HRAC) has released *Advisory Notes on Access to Premises*. These Advisory Notes do not have the force of law. They have been prepared by the Commissioner to assist people to understand their already existing responsibilities and rights under the DDA. It is recommended that all those responsible for the design and construction of building works follow the advisory notes. Copies of the Advisory Notes can be obtained from [www.humanrights.gov.au/disability_rights/standards/access to premises](http://www.humanrights.gov.au/disability_rights/standards/access_to_premises).

Building Code of Australia (BCA)

The BCA references various Australian Standards and Codes to provide technical building requirements. Standards referenced by the BCA have legal application to ensure that minimum requirements for health, safety and amenity in relation to buildings are maintained. Part D3 of the BCA, titled "Access for People with Disabilities" determines which buildings must comply with the access requirements currently referenced by the BCA.

LEGISLATION CODES & STANDARDS

The BCA is a performance based code. In addition, the Australian Standards on access and the Building Code of Australia are continuing to be updated so that they will be consistent with the access requirements of other legislation, particularly the Commonwealth DDA (1992). Public authorities should be aware that these changes are being made and that currently a building that meets the BCA access requirements may still be the subject of a successful complaint to HRAC under the Commonwealth DDA (1992).

Australian Standards on Access and Mobility

The main Australian Standard that relates to the provision of Disability Access is the Australian Standard AS1428.

AS1428 includes four parts:

Part 1: General Requirements for Access – New Building Works;

Part 2: Enhanced and Additional Requirements - Buildings and Facilities – in part only as almost 2/3 have been merged in with AS1428.1 - 2009;

Part 3: Requirements for Children and Adolescents with Physical Disabilities; and

Part 4: Tactile Ground Surface Indicators for the Orientation of People with Vision Impairment.

Part 1 provides a minimum level of access that is currently mandatory and is referenced in the BCA.

Part 2 includes references to many standard items used in our everyday environment which are not covered in Part 1, such as fixtures fittings and fitments. This standard is currently being updated and expanded to include all areas that involve fixtures and fitments within buildings and the outside environment.

Part 3 refers to dimensions required for children and adolescents and should be referred to, particularly when designing facilities for younger age groups.

Part 4 has sections that are mandatory, with the remainder being increasingly used in the development of public facilities.

Part 5, which is to be released in the latter half of 2010. this standard deals with all aspects of hearing augmentation for people with a hearing impairment. Although not referenced in the BCA, it is hoped that in the not too distant future it will be referenced by some regulatory or legislative bodies.

There are other Australian Standards relating to access and these are listed in Part 4 of this Kit.

SCOPE AND USE OF THIS CHECKLIST

The Access to Buildings and Facilities Checklist is intended to be used when assessing the level of access to and within your existing buildings and facilities.

The checklist information may also be useful to building officers, surveyors or architects when they are designing solutions to the access barriers identified in the checklist.

In designing solutions to barriers, it is important that the checklists are not used as a sole reference and that planners directly consult the most up-to-date copies of source documents, such as the HREOC Advisory Notes on Access to Premises, BCA and the Australian Standards on Access.

Checklist Scope

Please note that these checklists are recommended for checking the level of access in existing buildings and not for the design of new buildings. Those designing new building works are reminded again that it is recommended that they consult the latest editions of the current HREOC Advisory Notes on Access to Premises as well as BCA requirements to meet their access responsibilities.

Checklist Format

This checklist is divided into sections dealing with general access issues that are likely to apply to all building and facilities as well as sections that deal with access issues that apply to some specific facilities such as community halls and sporting venues.

The checklist covers the main issues which are important when providing access for people with disabilities. The specific facilities checklists give some of the key factors to consider in relation to these facilities. However, they are not a foolproof guide to achieving a fully accessible facility. For more detailed information and dimensions, consult the relevant Australian Standards as noted at the beginning of each section.

This checklist is made up of the following four components:

1. Planner

This is a one page planner listing the service to be assessed, the buildings and facilities which will be included and the sections of these checklists required to undertake the assessment.

2. General Access for Buildings and Facilities

The following seven sections provide essential components for assessing any building or facility. A summary of the relevant Australian Standards and important points to consider are listed at the top of each section:

Transport and Carparking;
External Access;
Entrances;
Interiors - general;
Lifts;
Toilets; and

SCOPE AND USE OF THIS CHECKLIST

Utilities (telephones, drinking fountains, vending machines).

3. Supplementary Sections for Specific Facilities

Sections are included to cover the following:

Community Halls;
Exhibition Spaces;
Recreation/Sporting Venues;
Transport Facilities;
Educational Facilities; and
Public Open Spaces.

4. Summary Sheets

Issues and Actions Sheets are provided at the end of this checklist.

Carrying Out the Assessment:

1. To carry out an assessment of any building or facility you will require one of each of the seven sections on general access.
2. The checklist will enable you to assess a building with more than one level. Up to five levels can be recorded on one page. If you are assessing more than five levels please use additional copies of the same page. It is important that you nominate the levels that are appropriate to your facility.
3. For specific buildings or facilities you will also require the questions that relate to the specific building or facility you wish to access. You should list all the sections (to be used) on the Planner page so you will know which ones are required prior to the assessment.

To carry out an assessment of any specific facility you will require one of the supplementary sections listed above. Remember when assessing a specific facility it is important to complete any of the relevant sections. For example, community halls may require the following general sections; toilets internal access, external access, as well as the supplementary section.

4. Please refer to the graphics which are provided for easy reference at the beginning of each section and the definitions which are listed at the end of this checklist.
5. All questions asked should be answered with either a YES or NO
6. After you have completed your assessment please fill in the Issues and Actions Sheet at the back of the checklist.

SCOPE AND USE OF THIS CHECKLIST

Equipment Required for Assessment:

- ◆ Tape measure.
- ◆ Camera - may be used when unsure of problem and/or solution.
- ◆ Sketch pad/note book. (If in doubt about any dimension or feature, record the situation by sketch or photo and seek additional information as appropriate).
- ◆ Calculator to determine slope/gradient of ramps.
- ◆ Appliance for the measuring of luminance contrast.

PLANNER

Please photocopy this sheet before use. By keeping the original unmarked it can be used indefinitely.

The following questions are asked to enable you to plan your assessment of buildings and facilities and ensure that you have with you all the sections of this checklist you might require.

What is the service being assessed? _____
(eg. building approvals services, licensing services, payment of property rates)

What buildings/facilities are involved in the provision of this service? (Please list buildings and indicate how many levels in each. This should include administration buildings, public open spaces, car parks, etc).

Building / Facility	No. of Levels
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Based on the list you have written above, identify the sections of the checklists (and how many copies) you will require to conduct the assessment of the buildings/facilities. In most cases you will need one complete set (seven components) of the General Access for Buildings and Facilities checklist for each building/facility being assessed.

Building / Facility	Checklists Required	No. of Copies
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

You should now photocopy the relevant sections including diagrams and definitions and start the assessment.

TRANSPORT AND CARPARKING

GRAPHICS

Diagram No 2: Provision of Parking Bays for People with Disabilities

FACILITY	% of the total number of bays
Retail	2% up to 1,000 spaces – 1% thereafter
Commercial	1%
Schools	1%
Community / Entertainment	2% up to 1,000 spaces – 1% thereafter
Recreation	1%
Hospital:	
Outpatient areas	2% up to 1,000 spaces – 1% thereafter
Non-outpatient areas	1%
Clinic – not forming part of a hospital	1%
Aged Care Facility	1%

Source: Building Code of Australia 2010 – Table D3.5

TRANSPORT AND CARPARKING

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**
- ◆ **AS2890.6 - 2009 – Off Street Parking for people with disabilities.**

Important points to consider:

- ◆ A continuous accessible path of travel should be provided between each parking space and the main entrance.
- ◆ parking bays for people with disabilities should be as close as possible to the main entrance. They should be clearly signposted and without obstructions;
- ◆ appropriate paving surfaces (level and firm with no loose particles) and a suitable slope/gradient are vital; and
- ◆ a set down area (preferably covered).

Public Transport

	YES	NO
1. Is public transport available to the facility?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is there a designated set down area suitable for		
buses	<input type="checkbox"/>	<input type="checkbox"/>
taxis	<input type="checkbox"/>	<input type="checkbox"/>
private vehicles.	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the set down area have protection from the weather?	<input type="checkbox"/>	<input type="checkbox"/>

TRANSPORT AND CARPARKING

4. Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance?
 (AS1428.1 Clause 6.3)

If NO, what are the obstacles to be removed? (Please list).
 (eg obstacles include: stairs, steep ramps, bollards, kerbs without ramps)

Carparking

Legend:

YES **NO**

INSERT BUILDING LEVELS

5. Are there the appropriate number of parking bays designated for people with disabilities? (See diagram No 2) (Recommended AS2890.6 - Table B1)
6. Are the designated bays:
- clearly visible with an elevated sign?
 (AS2890.1 – Clause 2.4.5(f))
 - signed by the international symbol of Access with a blue background and white Wheelchair between 800mm to 1000mm ? (AS1428.1 – Clause 8.2.1)
 - noted on the ground with blue lines and the symbol of access?
7. Is there a lift available? (see Section on Lifts)
8. Are the designated bays located close to the entrance/lift(s)? (As close as possible is preferred)
9. Is there a continuous accessible path of travel from the parking bays to the exit, lift or building entrance?
10. Is the designated bay/s on level ground, with a firm surface and free of loose material, eg. gradient less than 1:40 for concrete and 1: 33 for asphalt? (AS2890.6 – Clause 2.3)
11. Is the bay width a minimum of 3200mm for parallel parking? (AS2890.6 - Clause 2.2.2(a) (i))

TRANSPORT AND CARPARKING

- 12 Is the bay/s width a minimum of 2400mm with a shared area of 2400mm adjacent to the parking space for angle parking?
 (AS2890.6 - Clause 2.2.1(a) (i)) □ □ □ □ □
- 13 Is the headroom height above the accessible parking bay a minimum of 2500 mm to allow use of a car top hoist?
 (AS2890.6 - Clause 2.4) □ □ □ □ □
- 14 Is there a minimum headroom clearance of 2200mm from the car park entry to the accessible car parking space?
 AS2890.6 – Clause 2.4. □ □ □ □ □
- 15 Are all areas of the car park well lit and is the lighting even? (eg. lifts, ticket machine, stairs) □ □ □ □ □

Parking Payment

Legend:
YES **NO**
INSERT BUILDING LEVELS

- □ □ □ □
- 16. Is there a continuous accessible path of travel to the ticket machine? (AS1428.1 – Clause 7) □ □ □ □ □
- 17. Are the control buttons on the ticket machine 900mm-1000mm high? (AS1428.2 – Clause 23) □ □ □ □ □
- 18. Is the area around the ticket machine well lit and is the lighting even? □ □ □ □ □
- 19. Are the ticket machine instructions clear and easy to read? □ □ □ □ □
- 20. Can the ticket machine be operated with one hand? (AS1428.2 – Clause 23.2) □ □ □ □ □
- 21. Is a staffed ticket payment booth available? □ □ □ □ □
- 22. If a booth is available, is there a well signed continuous accessible path of travel provided? □ □ □ □ □

EXTERNAL ACCESS

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider:

- ◆ access routes should be obvious or well signposted, well illuminated and if lengthy, provide some protection from the weather, plus compliant seating at minimum intervals of 60 metres;
- ◆ a continuous accessible path of travel for people with disabilities begins at the carpark and/or public transport set down area. This route can consist of pathways, roadways, ramps and the building entrance;
- ◆ pathways should have a minimum width of 1000mm (1200mm preferred) and ramps a maximum slope/gradient of 1:14 with landings at regular intervals no greater than nine metres or less for gradient of 1: 14 and 14 metres for gradients 1:19;
- ◆ Any changes in the walkway surface must be within the following tolerances, otherwise pedestrians will be subjected to a tripping hazard.
 - **Allowed only once** in the following situations, not to be repeated.
 - ◆ Vertical rises are to $\leq 3\text{mm}$.
 - ◆ Vertical rises between 3mm and $\leq 5\text{mm}$ are to be bevelled or rounded off to reduce the incidence of tripping.
 - ◆ Any rise $>5\text{mm}$ is a tripping hazard and must be avoided.
 - **For continuous paving units**, a maximum height variation of 2mm.
- ◆ ramp gradients shall be constant throughout its length with a maximum allowable tolerance of 3% provided no section of the ramp is no steeper than 1: 14;
- ◆ seating set back a minimum of 500mm, bins, bollards, signs, etc need to be adjacent and clear of the path of travel; and easily seen by people with vision impairments;

EXTERNAL ACCESS

- ◆ appropriately placed signage which is clear and easy to read and sufficiently illuminated;
- ◆ stairs and ramps on the access route should have handrails, kerb rails, Tactile Ground Surface Indicators on each change of level on the landings where both handrails are not continuous; and
- ◆ alternative access routes if required, should be adjacent to the main route to the building.
- ◆ tactile ground surface indicators are required to warn people with vision impairment that they are approaching a stairway, escalator, travelator, ramps, boarding points and platform edges.

EXTERNAL ACCESS

Pathways/Ramps

		YES	NO
1.	Is there a continuous accessible path of travel from the carparking to the building/facility?	<input type="checkbox"/>	<input type="checkbox"/>
2.	If NO, what are the obstacles to be removed? (Please list). (eg. obstacles include: stairs, steep ramps, bollards, kerbs without ramps)		

3.	Are all pathways/ramps a minimum width of 1000mm? (AS1428.1 - Clause 6.3)	<input type="checkbox"/>	<input type="checkbox"/>
4.	Does the full length of the pathway/ramp have overhead clearance of 2000mm? (AS1428.1 - Clause 6.2)	<input type="checkbox"/>	<input type="checkbox"/>
5.	Does the pathway/ramp have a firm, smooth and slip-resistant surface? (AS1428.1 – Clause 7.1)	<input type="checkbox"/>	<input type="checkbox"/>
6.	Does the pathway fall within the allowable tolerances for height changes, e.g. “once only” – max. 2mm & continuous vertical 3mm , rounded/bevelled ≤5mm?. (AS1428.1 – Clause 7.2)	<input type="checkbox"/>	<input type="checkbox"/>
7.	Are the edges of pathways/ramps in luminance contrast to their background?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Is there provision of luminance contrast at changes in levels?	<input type="checkbox"/>	<input type="checkbox"/>
9.	Is compliant seating provided between the carparking and entrance? (minimum every 60m) (AS1428.2 - Clause 7(e))	<input type="checkbox"/>	<input type="checkbox"/>
10.	Is there lighting of the pathways/ramps for night use?	<input type="checkbox"/>	<input type="checkbox"/>
11.	Are there any ramps on route to the entrance?	<input type="checkbox"/>	<input type="checkbox"/>
12.	If yes, do the they have a slope/gradient where the ratio is 1:14 or greater? (AS1428.1 - Clause 10.3(a))	<input type="checkbox"/>	<input type="checkbox"/>
13.	Do the 1:14 ramps have landings every nine metres? (AS1428.1 – Clause 10.3(c))	<input type="checkbox"/>	<input type="checkbox"/>
14.	Do landings have a minimum length of 1200mm where there is no change in direction? (AS1428.1 - Clause 10.8.1(a))	<input type="checkbox"/>	<input type="checkbox"/>

EXTERNAL ACCESS

- | | | | |
|-----|--|--------------------------|--------------------------|
| 15 | Where there is a change in direction not exceeding 90 degrees do landings have a minimum length of 1500mm and the internal corner truncated for a minimum of 500mm in both directions as shown in figure 25(B)?
(AS1428.1 - Clause 10.8.1(b)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Where there is a change in direction of 180 degrees on landings, are they designed as shown in figure 25(C)?
(AS1428.1 - Clause 10.8.1(c) e.g 2070mm X 1540mm. | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. | Do the ramps have kerbs or kerb rails on both sides?
(AS1428.1 - Clause 10.3(i)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Do the ramps have handrails on both sides and have the support posts set back? (AS1428.1 - Clause 10.3 (e) & (j)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. | Is the rail height between 865mm-1000mm?
(AS1428.1 - Clause 12(d)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 | Is there a clear 600mm above the handrail along its full length? (AS1428.1 – Clause 12(h)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 21 | Does the handrail have a minimum clearance of 50mm from an adjacent wall or any obstruction?
(AS1428.1 – Clause 12(h)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 22 | Does the handrail stop and not encroach into required circulation spaces? (AS1428.1 – Clause 12(a)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. | Is the diameter of the handrail between 30mm and 50mm?
(AS1428.1 – Clause 12(b)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. | Is the top 270° arc free along the full length of the handrail with no obstruction within 15mm? (AS1428.1 – Clause 12(b)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 25 | Do the handrails extend a minimum of 300mm past the edge of the ramp transition and return back on itself for 180 degrees, away to the side wall or turned downwards to the floor? (AS1428.1 – figures. 26(C) & 26(D) & Clause 12(g)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 26 | Where the ramp is at the boundary, is it set back a minimum of 900mm to ensure correct handrail configuration and to allow the TGSIs to be within the boundary line? (AS1428.1 – Clause 10.3(f)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 27 | If ramps are curved do they have a minimum width of 1500mm at the curve? (AS1428.1 – figure 20 & Clause 10.4(d)) | <input type="checkbox"/> | <input type="checkbox"/> |

EXTERNAL ACCESS

- | | | | |
|-----|--|--------------------------|--------------------------|
| 28. | Is the ramp surface slip resistant in all weather conditions?
(AS1428.1 – Clause 7.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 29. | Are there tactile ground indicators at the top and bottom of the ramp on the landings, set back 300mm from the edge of the transition points at the top and bottom of the ramp? (AS1428.4.1 – Clause 2.3.3(c)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 30 | Do the Tactile Ground Surface Indicators extend across the full width of the pathway at kerb ramps and step ramps?
(AS1428.4.1 – Clause 2.2.3.(a)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 31 | Do the Tactile Ground Surface Indicators have the minimum luminance contrast of .3 or 30% compared to the surrounding surface? (AS1428.4.1 – Clause 2.2(b)). | <input type="checkbox"/> | <input type="checkbox"/> |
| 32 | If discrete or composite TGSIs are used do they meet the required Higher luminance contrast levels of 45% or 60% respectively?
(AS1428.4.1 – Clause 2.2(b)(ii) & (iii). | <input type="checkbox"/> | <input type="checkbox"/> |
| 33. | Is there sufficient lighting for night use? | <input type="checkbox"/> | <input type="checkbox"/> |

Kerb Ramps/Crossovers

- | | | YES | NO |
|-----|--|--------------------------|--------------------------|
| 34. | Does the continuous accessible path of travel cross any vehicle traffic areas? (eg. parking lot, internal roads) | <input type="checkbox"/> | <input type="checkbox"/> |
| 35 | If there is a change in level, is a kerb ramp provided?
(AS1428.1 - Clause 10.7.2) | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. | Are the kerb ramps a maximum length of 1520mm and do they have a slope/gradient where the ratio is not greater than 1:8? (AS1428.1 – Clause 10.7.2(b) & Fig 24(A)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 37. | Is the angle at the base of the kerb ramp greater than 166°?
(AS1428.1 - Clause 10.7.2(c), Fig 24(A). | <input type="checkbox"/> | <input type="checkbox"/> |
| 38. | Are the kerb ramps flush with the road and pathway?
(AS1428.1 – fig 24(A) section A-A | <input type="checkbox"/> | <input type="checkbox"/> |
| 39. | Are there any tactile ground surface indicators on the kerb ramps set back 300mm from the roadway and a minimum of 12 truncated cones in depth across the full width of the kerb ramp? (AS1428.4.1 – Appendix “C3” | <input type="checkbox"/> | <input type="checkbox"/> |

EXTERNAL ACCESS

External Stairs

		YES	NO
40.	Are there any steps on the direct access route to the facility?	<input type="checkbox"/>	<input type="checkbox"/>
41.	Is each step of equal height and less than 180mm?	<input type="checkbox"/>	<input type="checkbox"/>
42.	Do the steps have a slip resistant surface?	<input type="checkbox"/>	<input type="checkbox"/>
43.	Are all of the stair risers enclosed? (AS1428.1 - Clause 11.1(c))	<input type="checkbox"/>	<input type="checkbox"/>
44.	Does the top of the nosings of the treads/goings have a contrasting strip of colour or texture with a minimum luminance contrast of 30% of between 50 – 75mm in depth, across the full width of the step? (AS1428.1 - Clause 11.1(f)) fig27(A) & (B)	<input type="checkbox"/>	<input type="checkbox"/>
45.	Are handrails provided on both sides? (AS1428.1 – Clause 11.2(b))	<input type="checkbox"/>	<input type="checkbox"/>
46.	Do the handrails at the bottom of the stairs extend at least one tread depth plus horizontally for a minimum of 300mm from the last riser? (AS1428.1 – Clause 11.2(d))	<input type="checkbox"/>	<input type="checkbox"/>
47.	Do the handrails at the top of the stairs extend horizontally for a minimum of 300mm from the last stair nosing? (AS1428.1 – Clause 11.2(e))	<input type="checkbox"/>	<input type="checkbox"/>
48.	Do the ends of the handrails return back on themselves 180 degrees, away to the side wall or turned downwards to the floor? (AS1428.1 – Clause 12(g) & figures. 26(C) & 26(D))	<input type="checkbox"/>	<input type="checkbox"/>
49.	Is the handrail height between 865-1000mm above the step nosing? (AS1428.1 - Clause 11.2(g) & 12(d))	<input type="checkbox"/>	<input type="checkbox"/>
50.	Is there at least 600mm clearance above the handrail along its full length? (AS1428.1 – Clause 12(h))	<input type="checkbox"/>	<input type="checkbox"/>
51.	Does the handrail have a minimum clearance of 50mm from any obstruction? (AS1428.1 – Clause 12(h))	<input type="checkbox"/>	<input type="checkbox"/>
52.	Does the handrail stop and not encroach into required circulation spaces? (AS1428.1 – Clause 12(a))	<input type="checkbox"/>	<input type="checkbox"/>
53.	Where the stairway is at the boundary, is it set back a minimum of 900mm to ensure correct handrail configuration and to allow the TGSIs to be within the boundary line? (AS1428.1 – Clause 10.3(f))	<input type="checkbox"/>	<input type="checkbox"/>

EXTERNAL ACCESS

& fig26(A)

- 54-3. Do the handrails have a diameter of 30-50mm?
(AS1428.1 – Clause 12(b))
- 55-4. Is the top 270° arc free along the full length of the handrail with no obstruction within 15mm? (AS1428.1 – Clause 12(i) & fig 29)
- 5-65 Do stair handrails in an Aged Residential Facility where TGSI's have not been used have a domed button on top of the rail, 150mm (± 10mm) from each end of both handrails? AS1428.4.1 – Clause 2.4 & BCA – D3.8 (c)
- 57 Does the domed button have a diameter of between 12mm - 15mm and a height of between 4mm – 5mm?
- 58 Are the handrails of non-reflective material and have a minimum luminance contrast of 30% to the background?
- 59-. Are there any Tactile Ground Surface Indicators at the top and bottom of each flight of stairs? (AS1428.4 – Clause 2.4)
60. Are the Tactile Ground Surface Indicators set back 300mm (± 10mm) from the nosing or riser and extend across the full width of the stairs? (AS1428.4 – Clause 2.3.3(c))
61. Do the Tactile Ground Surface Indicators have a minimum of 12 truncated cones
in depth when being approached from an open area and a minimum of 6 truncated cones in depth when being approached from an enclosed area? (AS1428.1 – (e) & (f) Fig 2.1)
- 62 Do the Tactile Ground Surface Indicators have the minimum luminance contrast of .3 or 30% compared to the surrounding surface? (AS1428.4.1 – Clause 2.2(b)).
- 63 If discrete or composite TGSI's are used do they meet the required Higher luminance contrast levels of 45% or 60% respectively? (AS1428.4.1 – Clause 2.2(b)(ii) & (iii))

EXTERNAL ACCESS

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider in relation to signage:

- ◆ signage should be clear and easy to read to assist people with intellectual, cognitive and sensory disabilities;
- ◆ signage should provide access to information and directions to services; and
- ◆ tactile ground indicators should be provided at changes in levels or direction.

External Signage

	YES	NO
53. Is signage located at the following:		
Carparks (AS2890.6 – Clause 3.1 & A3)	<input type="checkbox"/>	<input type="checkbox"/>
Set down areas	<input type="checkbox"/>	<input type="checkbox"/>
Building entrances	<input type="checkbox"/>	<input type="checkbox"/>
Change of direction	<input type="checkbox"/>	<input type="checkbox"/>
Other? _____		
54. Does the signage give directional information about buildings, facilities (including toilets, lifts, entrances and hearing augmentation) and services? (AS1428.1 Clause 8.1(a))	<input type="checkbox"/>	<input type="checkbox"/>
55. Does the signage give general information about the buildings, facilities and services?	<input type="checkbox"/>	<input type="checkbox"/>
56. Does the signage provide information about access for people with disabilities? (AS1428.1 Clause 8.2.1)	<input type="checkbox"/>	<input type="checkbox"/>
57. Is there sufficient signage to allow a person to move independently around the buildings and facilities? (AS1428.1 Clause 8.2.1(d))	<input type="checkbox"/>	<input type="checkbox"/>
58. Is the signage located at a height of between 1200mm - 1600mm above the finished floor / ground surface? (AS1428.1 – Clause 8.1(d))	<input type="checkbox"/>	<input type="checkbox"/>

EXTERNAL ACCESS

- | | | | |
|-----|--|--------------------------|--------------------------|
| 59. | Where signage may be obscured, eg. crowds, etc. is it at a minimum height of 2000mm above the finished floor level? (AS1428.2 17.4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 60. | Where signage is obscured, e.g. crowds, etc is there a sign $\geq 2m$ above floor/ground level and does the size of the letters comply with the recommended sizes for people with disabilities, e.g. 17.5mm for each metre viewing distance? | | |
| 61. | for signage below a height of 1600mm AFL/AGL. Is information provided in raised tactile? | <input type="checkbox"/> | <input type="checkbox"/> |
| 62. | Is information provided in Braille? | <input type="checkbox"/> | <input type="checkbox"/> |
| 63. | Is the preferred font style used for printing? Helvetica Medium Typeface is preferred or similar (AS1428.1 – Clause 8.1(a)(ii)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 64. | Does the colour of the letters provide a minimum luminance Contrast of 30% with the background? BCA Specification D3.6 clause 2.3(a) 17.3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 65. | Are the signs made of a non-reflective material? BCA Specification D3.6 clause 2.2(i) & (j). | <input type="checkbox"/> | <input type="checkbox"/> |
| 66. | Does the signage contain appropriate graphics? (recognised international symbols preferred) (AS1428.1 – Clause 8.1 & 8.2 | <input type="checkbox"/> | <input type="checkbox"/> |
| 67. | Where the symbol for access is used, does it comply with the international standard in style, colour and layout? (AS1428.1 – Clause 8.2.1 & Fig s 10 & 11) | <input type="checkbox"/> | <input type="checkbox"/> |
| 68. | Are Tactile Ground Surface Indicators used in potentially hazardous situations (AS1428.4.1 – Clause 2.1 | | |
| | Pedestrian crossings | <input type="checkbox"/> | <input type="checkbox"/> |
| | Platform edges | <input type="checkbox"/> | <input type="checkbox"/> |
| | Changes in directions | <input type="checkbox"/> | <input type="checkbox"/> |
| | Boarding points | <input type="checkbox"/> | <input type="checkbox"/> |
| 69. | Does the signage have adequate illumination for day and night use? | <input type="checkbox"/> | <input type="checkbox"/> |
| 70. | Does the signage include a map? | <input type="checkbox"/> | <input type="checkbox"/> |
| 71. | Are take-away maps of the facility available? | <input type="checkbox"/> | <input type="checkbox"/> |

EXTERNAL ACCESS

Main Entrance

72. Is there a blended kerb outside the main entrance, if so are Tactile Ground Surface Indicators used to indicate the delineation between the pedestrian and vehicle areas? (1428.4.1 – Clause 2.5 & fig 2.5(A))
73. Are the Tactile Ground Surface Indicators 600mm (\pm 10mm) in depth along the full length of the blended kerb? (1428.4 – Clause 2.5 & fig 2.5(A) & (B).)
74. Do the Tactile Ground Surface Indicators comply with the luminance contrast criteria of not less than 30% contrast compared to the surrounding pavement? (AS1428.4.1 – Clause 2.2(b))

ENTRANCES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider:

- ◆ a continuous accessible path of travel through the main entrance;
- ◆ the minimum clear opening of a doorway required is 850mm;
- ◆ if the entrance is a revolving door or turnstile, an alternate sliding or swing door shall be provided;
- ◆ entrance doors should provide good wheelchair circulation on both sides;
- ◆ if a threshold at the entry is unavoidable, a threshold ramp with a maximum gradient of 1:8 and a maximum length of 280mm and a maximum rise of 35mm should be provided with adequate circulation space at the threshold allowed; and
- ◆ doors should be easy to open with one hand and have lever or 'D' shaped handles.

Circulation Spaces

- | | |
|-----------------------------------|-----------------------|
| • Space for stationary wheelchair | AS1428.1 Clause 2 |
| • Circulation space for 180° turn | AS1428.1 Clause 6.5.3 |
| • Width of path of travel | AS1428.1 Clause 6.3 |
| • Walkways, ramps and landings | AS1428.1 Clause 10 |
| • Passing space for wheelchairs | AS1428.1 Clause 6.4 |
| • Vertical clearance | AS1428.1 Clause 6.2 |

ENTRANCES

Doorways

- Swinging doors AS1428 1 Clause 13.3.2
- Sliding doors AS1428 1 Clause 13.3.3
- Circulation spaces at doorways AS1428 1 Clause 13.3
- Sanitary facilities AS1428.1 Clause 15.2.9
- Urinals AS1428.2 Clause 15.5
- Shower recesses AS1428.1.Clause 15.5
- Baths AS1428.2 Clause 15.6(f)
- Sanitary compartment for people with Ambulant Disabilities AS1428.1 Clause 16.3

Entrances

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | | | | | |
|----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. | Is access provided through 50% of public entrances? | <input type="checkbox"/> |
| 2. | Style of door to main entrance is: | | | | | |
| | Hinged | <input type="checkbox"/> |
| | Sliding | <input type="checkbox"/> |
| | Revolving | <input type="checkbox"/> |
| | Automatic self-opening (preferred) | <input type="checkbox"/> |
| 3. | If there is a revolving door or turnstile, is an alternative accessible hinged or sliding door provided? | <input type="checkbox"/> |
| 4. | Is the entrance door easy to open (no heavy closer or spring eg. $\leq 20N$? (AS1428.1 – Clause 13.5.2(e) | <input type="checkbox"/> |
| 5. | Is the entrance door width 850mm or greater? (AS1428.1 - Clause 13.2 | <input type="checkbox"/> |
| 6. | Do the door handles provide an easy to use grip "D" type lever handle (AS1428.1 – Clause 13.5.2(a) | <input type="checkbox"/> |
| 7. | Are the door handles operable with one hand? (AS1428.1 - Clause 13.5.2(a) figure 35(A) & 35(B) | <input type="checkbox"/> |
| 8. | Are the door handles at a height of 900mm - 1100mm? (AS1428.1 - Clause 14.1 Figure 37) | <input type="checkbox"/> |

ENTRANCES

- 9 Are the door handles set out from the face of the door Between 35mm to 45mm. AS1428-1 – clause 13.5.2(b) & Figure 35
10. Are the door handles of non-reflective material and have a contrasting colour to the background?
- 11 If there are double doors, does the 1st leaf to be opened have a clear opening clearance of 850mm (AS1428.2 - Clause 13.2)
- 12 Is there a luminance contrast between:
- The door leaf and door jamb or
 - The door leaf and adjacent wall or
 - Architrave and wall or
 - Door leaf and architrave or
 - Door jamb and adjacent wall
- The minimum width of the luminance contrast shall be 50mm
AS1428.1 – Clause 13.1
13. If the doors are glass and situated in a glass wall, are they clearly marked for safety and ease of identification with a continuous solid, not transparent 75mm wide contrasting strip across the full width of the doors and sidelights at a height between 900mm & 1000mm? (AS1428.1 – Clause 6.6)
14. Is the door threshold level (no step, threshold, mat or weather strip)?
- 15 If there is a threshold at the entrance or doorway, is there a ramp of not more than 280mm in length ≤ 35mm in height and greater than 1:8? (AS1428.1 - Clause 10.5)
16. Is there wheelchair circulation space on both sides of the entrances/doorway? (AS1428.1 – Clause 13.3)
17. Is there direct access from the entrance to the reception area?
18. If NO, is there suitable signage providing clear directions?

INTERIORS - GENERAL

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider:

- ◆ interiors should provide lighting that is even non glare and sufficient, a continuous accessible path of travel to the front counter/reception, as well as to the stairs/ramp/lift which provide access to other levels of the building;
- ◆ directional signage should be clearly visible from the entrance particularly if no reception facility is available;
- ◆ signage should be clear and easy to read to assist people with intellectual, cognitive and sensory disabilities;
- ◆ signage should provide access to information and directions to services; and
- ◆ furniture access (eg. desks, counters, seating) should be considered;

Reception

Legend:

YES NO

INSERT BUILDING LEVELS

1. Does the entrance provide direct unobstructed access to the reception/counter area?

2. Does the reception/counter/ticket booth provide a wheelchair accessible area with a height of 830-870mm and leg clearance of 800-840mm underneath? (AS1428.2 - Clause 24.1.1)

INTERIORS - GENERAL

- | | | | | | | |
|-----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 3. | Is there sufficient depth for toe plate and leg clearance (AS1428.2 – Clause 24.1.4) | <input type="checkbox"/> |
| 4. | Is there a “Hearing Augmentation Counter Card” on display? | <input type="checkbox"/> |
| 5. | Are staff available at reception areas to assist with providing information? | <input type="checkbox"/> |
| 6. | Is there seating provided in the reception area? | <input type="checkbox"/> |
| 7. | If YES, does the chair have armrests and a flat seat of height 450-520mm? (AS1428.2 - Clause 27.2) | | | | | |
| 8. | Do the colours of the chairs have colour contrast with the flooring and walls? | <input type="checkbox"/> |
| 9. | Is the floor surface slip resistant? (AS1428.1 – Clause 7.1) | <input type="checkbox"/> |
| 10. | If carpeted, is it a low level pile of ≤ 6 mm and underlay ≤ 4 mm, a total of 10mm. (AS1428.1 – Clause 7.4.1(a) & fig 8. | <input type="checkbox"/> |
| 11. | Is the reception area well lit, non glare and is the lighting even? AS1428.2 – Clause 19) | <input type="checkbox"/> |
| 12. | Are internal walkways a minimum of 1000mm wide (AS1428.1 - Clause 6.3 | <input type="checkbox"/> |
| 13. | Is a unisex accessible toilet provided? (see Section on Toilets) (AS1428.1 – Clause 15 | <input type="checkbox"/> |

INTERIORS - GENERAL

Internal Stairs

Legend:

YES **NO**

INSERT BUILDING LEVELS

- | | | | | | | |
|-----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | <input type="checkbox"/> |
| 14. | Is there stair access between floors? | <input type="checkbox"/> |
| 15. | Is there an alternative accessible route close to the stairs (eg. ramp, lift)? | <input type="checkbox"/> |
| 16. | Is each step of equal height and $\leq 190\text{mm}$? | <input type="checkbox"/> |
| 17. | Do the steps have a slip resistant surface? | <input type="checkbox"/> |
| 18. | Are all of the stair risers opaque and enclosed?
(AS1428.1 - Clause 11.1c) | <input type="checkbox"/> |
| 19 | Do the top front edges of the treads/goings have a
Contrasting strip of colour or texture with a minimum
luminance contrast of 30% of between 50 – 75mm in depth,
across the full width of the step?
(AS1428.1 - Clause 11.1(f)) fig27(A) & (B) | <input type="checkbox"/> |
| 20. | Are handrails provided on both sides?
(AS1428.1 – Clause 11.2(b)) | <input type="checkbox"/> |
| 21 | Do the handrails at the bottom extend at least one tread
wide plus a minimum of
300mm from the last riser? (AS1428.1 – Clause 11.2(d)) | <input type="checkbox"/> |
| 22 | Do the handrails at the top of the stairs extend
horizontally for a minimum of 300mm
from the last riser? (AS1428.1 – Clause 11.2(d)) | <input type="checkbox"/> |
| 23 | Do the ends of the handrails return back on themselves
180 degrees, away to the side wall or turned downwards
to the floor? (AS1428.1 – Clause 12(g) & figures. 26(C) & 26(D)) | <input type="checkbox"/> |
| 24 | Is the handrail height between 865-1000mm above the
Step nosing? (AS1428.1 - Clause 11.2(g) & 12(d)) | <input type="checkbox"/> |
| 25 | Is there at least 600mm clearance above the handrail
along its full length? (AS1428.1 – Clause 12(h)) | <input type="checkbox"/> |
| 26. | Does the handrail have a minimum clearance of 50mm
from any obstruction? (AS1428.1 – Clause 12(h)) | <input type="checkbox"/> |
| 27 | Does the handrail stop and not encroach into required
Circulation spaces? (AS1428.1 – Clause 12(a)) | <input type="checkbox"/> |

INTERIORS - GENERAL

- 28 Where the stairway is at the boundary, is it set back a minimum of 900mm to ensure correct handrail configuration and to allow the TGSIs to be within the boundary line? (AS1428.1 – Clause 10.3(f) & fig26(A))
- 29 Where the stairway is at the intersection of a corridor, is it set back minimum of 400mm to ensure correct handrail configuration.? (AS1428.1 – Clause 10.3(g))
- 30 Do the handrails have a diameter of 30-50mm? (AS1428.1 – Clause 12(b))
- 31 Is the top 270° arc free along the full length of the handrail with no obstruction within 15mm? (AS1428.1 – Clause 12(i) & fig 29)
- 32 Do stair handrails in an Aged Residential Facility where TGSIs have not been used have a domed button on top of the rail, 150mm (± 10mm) from each end? AS1428.4.1 – Clause 2.4 & BCA – D3.8 (c)
- 33 Does the domed button have a diameter of between 12mm - 15mm and a height of between 4mm – 5mm?
- 34 Are the handrails of non-reflective material and have a minimum luminance contrast of 30% to the background?
35. Are there any Tactile Ground Surface Indicators at the top and bottom of each flight of stairs? (AS1428.4 – Clause 2.4)
- 36 Are the Tactile Ground Surface Indicators set back 300mm (± 10mm) from the nosing or riser and extend across the full width of the stairs? (AS1428.4 – Clause 2.3.3(c))
37. Do the Tactile Ground Surface Indicators have a minimum of 12 truncated cones in depth when being approached from an open area and a minimum of 6 truncated cones in depth when being approached from an enclosed area? (AS1428.1 – (e) & (f) Fig 2.1)
- 38 Do the Tactile Ground Surface Indicators have the minimum luminance contrast of .3 or 30% compared to the surrounding surface? (AS1428.4.1 – Clause 2.2(b)).
- 3838 If discrete or composite TGSIs are used do they meet the required Higher luminance contrast levels of 45% or 60% respectively? (AS1428.4.1 – Clause 2.2(b)(ii) & (iii).

INTERIORS - GENERAL

Internal Ramps

Legend:

YES **NO**

INSERT BUILDING LEVELS

Are there any internal ramps?

- | | | | | | | |
|-----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 39 | If yes, do the they have a slope/gradient where the ratio is 1:14 or greater? (AS1428.1 - Clause 10.3(a)) | <input type="checkbox"/> |
| 40. | Do the 1:14 ramps have landings every nine metres? (AS1428.1 – Clause 10.3(c)) | <input type="checkbox"/> |
| 41 | Do landings have a minimum length of 1200mm where there is no change in direction? (AS1428.1 - Clause 10.8.1(a)) | <input type="checkbox"/> |
| 42 | Where there is a change in direction not exceeding 90 degrees do landings have a minimum length of 1500mm and the internal corner truncated for a minimum of 500mm in both directions as shown in figure 25(B)? (AS1428.1 - Clause 10.8.1(b)) | <input type="checkbox"/> |
| 43 | Where there is a change in direction of 180 degrees on landings, are they designed as shown in figure 25(C)? (AS1428.1 - Clause 10.8.1(c)) | <input type="checkbox"/> |
| 44. | Do the ramps have kerbs on both sides? (AS1428.1 - Clause 10.3(i)) | <input type="checkbox"/> |
| 45 | Do the ramps have handrails on both sides And have the support posts set back? (AS1428.1 - Clause 10.3 (e) & (j)) | <input type="checkbox"/> |
| 46 | Is the rail height between 865mm-1000mm? (AS1428.1 - Clause 12(d)) | <input type="checkbox"/> |
| 47 | Is there a clear 600mm above the handrail along its full length? (AS1428.1 – Clause 12(h)) | <input type="checkbox"/> |
| 48 | Does the handrail have a minimum clearance of 50mm from an adjacent wall or any obstruction? (AS1428.1 – Clause 12(h)) | <input type="checkbox"/> |
| 49 | Does the handrail stop and not encroach into required Circulation spaces? (AS1428.1 – Clause 12(a)) | <input type="checkbox"/> |

INTERIORS - GENERAL

50. Is the diameter of the handrail between 30mm and 50mm?
(AS1428.1 – Clause 12(b))
51. Is the top 270° arc free along the full length of the handrail
With no obstruction within 15mm?
(AS1428.1 – Clause 12(b))
52. Do the handrails extend a minimum of 300mm past the
edge of the ramp transition and return back on itself for
180 degrees, away to the side wall or turned
downwards to the floor? (AS1428.1 – figures. 26(C) & 26(D)
& Clause 12(g))
53. If ramp is curved does it have a minimum width of
1500mm at the curve?
(AS1428.1 – figure 20 & Clause 10.4(d))
54. Is the ramp surface slip resistant?
(AS1428.1 – Clause 7.1)
55. Are there tactile ground indicators at the top and bottom
of the ramp and on the landings, set back 300mm from the
edge of the transition points at the top and bottom of the
ramp? (AS1428.4.1 – Clause 2.3.3(c))
56. Do the Tactile Ground Surface Indicators extend across
the full width of the landings?
(AS1428.4.1 – Clause 2.2.3.(a))
57. Do the Tactile Ground Surface Indicators have the minimum
luminance contrast of .3 or 30% compared to the surrounding
surface? (AS1428.4.1 – Clause 2.2(b))
58. If discrete or composite TGSIs are used do they meet
the required Higher luminance contrast levels of 45% or
60% respectively? (AS1428.4.1 – Clause 2.2(b)(ii) & (iii)).
59. Do the Tactile Ground Surface Indicators
have a minimum of 12 truncated cones
in depth when being approached from an open area and
a minimum of 6 truncated cones in depth when
being approached from an enclosed area?
(AS1428.1 – Clause 10.3 (f) Fig 16 & 17) & AS1428.4.1 Clause 2.3.3 (e) & (f))

INTERIORS - GENERAL

Dining/Canteen

Legend:
YES **NO**

INSERT BUILDING LEVELS

- | | | | | | | |
|-----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | | <input type="checkbox"/> |
| 59. | Is there a continuous accessible path of travel provided to the dining area/canteen? | <input type="checkbox"/> |
| 60. | Is the food and drink counter accessible to people in wheelchairs? (height of 830-870mm and leg clearance of 800mm-840mm underneath?) (AS1428.2 - Clause 24.1.1) | <input type="checkbox"/> |
| 61. | Is there sufficient depth for toe plate and knee clearance (AS1428.2 – Clause 24.1.4) | <input type="checkbox"/> |
| 62. | Is pre-packaged food and drink from a vending machine in an easy to reach position (height 500mm-1200mm) (AS1428.2 - Clause 29.1) | <input type="checkbox"/> |
| 63. | Is there suitable wheelchair circulation between tables? (minimum 900mm preferred) (AS1428.2 – Clause 24.1.7) | <input type="checkbox"/> |
| 64. | Do tables provide 710mm-840mm leg clearance beneath the unit and a table height of 730mm-870mm? (AS1428.2 - Clause 24.1.2) | <input type="checkbox"/> |
| 65. | Is a unisex accessible toilet provided? (see Section on Toilets) (AS1428.1 – Clause 15) | <input type="checkbox"/> |
| 66. | If NO, where is the nearest one? _____ | | | | | |
| 67. | Does the emergency exit provide a continuous accessible path of travel away from the building? | <input type="checkbox"/> |

INTERIORS - GENERAL

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.4, 5.7, 5.13.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**

Important points to consider:

- ◆ signage should be clear and easy to read to assist people with intellectual, cognitive and sensory disabilities; and
- ◆ signage should provide access to information and directions to services.

Internal Signage

	YES	NO
68. Is signage located at the following:		
Entrances	<input type="checkbox"/>	<input type="checkbox"/>
Reception desks	<input type="checkbox"/>	<input type="checkbox"/>
Changes of direction	<input type="checkbox"/>	<input type="checkbox"/>
69 Does the signage give directional information about buildings, facilities (including toilets, lifts, entrances and hearing augmentation) and services? (AS1428.1 Clause 8.1)	<input type="checkbox"/>	<input type="checkbox"/>
70 Does the signage give general information about the buildings, facilities and services?	<input type="checkbox"/>	<input type="checkbox"/>
71. Is there sufficient signage to allow a person to move independently around the buildings and facilities? (AS1428.1 Clause 8.2.1(d))	<input type="checkbox"/>	<input type="checkbox"/>
72. Where signage is unable to be located at a height of between 1200mm – 1600mm, is it above a height of 2000mm? (AS1428.2 17.4)	<input type="checkbox"/>	<input type="checkbox"/>
73 Do the size of the letters for signs 2000mm AFL/AGL comply with the recommended sizes for people with disabilities, eg. 17.5mm for each metre of viewing distance?	<input type="checkbox"/>	<input type="checkbox"/>
74. Is information provided in raised tactile lettering?	<input type="checkbox"/>	<input type="checkbox"/>
75. Is information provided in Braille?	<input type="checkbox"/>	<input type="checkbox"/>

INTERIORS - GENERAL

76. Is the preferred font style used for printing?
 Helvetica Medium Typeface is preferred (AS1428.1 – Clause 8.1(a) (ii))
77. Does the colour of the letters provide a minimum luminance contrast of 30% with the background colour?
 BCA Specification D3.6 – 2.3(c)
78. Are the signs made of a non-reflective material?
79. Does the signage contain appropriate graphics? (recognised international symbols preferred) (AS1428.1 – Clause 8.2.1 & AS1428.2 – Clause 16)
80. Where the symbol for access is used, does it comply with the international standard in style, colour and layout? (AS1428.1 - Clause 8.2)

Emergency Exits and Evacuations

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | <input type="checkbox"/> |
| 81. Are audible alarms provided in this building/facility? (AS1428.2 - Clause 18.2.2) | <input type="checkbox"/> |
| 82. Are visual alarms provided in this building/facility? (AS1428.2 - Clause 18.2.3) | <input type="checkbox"/> |
| 83. Are safe havens provided for people with mobility difficulties on levels above the main entrance level? | <input type="checkbox"/> |
| 84. Is training provided to your Fire Warden on assisting people with disabilities in emergency situations? | <input type="checkbox"/> |
| 85. Does your emergency plan/procedures include instructions for safe placement/evacuation and identification of people with disabilities who will require assistance? | <input type="checkbox"/> |
| 86. Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance? (AS1428.1 Clause 7 & BCA clause D3.2(c)) | <input type="checkbox"/> |

LIFTS

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.7, 5.13 & 5.14.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1735.12 - 1999 - Lifts, escalators and moving walks.**

Important points to consider:

- ◆ lifts are essential for people with disabilities to have access to all levels of the facility. Consideration needs to be given to door width, lift size and control button style and height; and
- ◆ for people with sensory disabilities (hearing and vision impairment), auditory, tactile and visual considerations are important (eg. luminance contrast, glare and font size and type of controls/instructions).

Lifts

Legend:

YES **NO**

INSERT BUILDING LEVELS

1. Is there a lift available to all floors?
(AS1428.2 – Clause 12)

2. Is it clearly sign posted from the entrance area?

3. Is each floor level clearly signed (visual and tactile)
on lift entrance frame? (AS1735.12 – Appendix 8.5(a))

4. Are the external control buttons at a height of
900mm-1200mm? (AS1735.12 - Clause 7.3.1)

5. Is the lift door width a minimum of 900mm clear
opening? (AS1735.12 - Clause 2.2)

YES NO

6. Travel ≤ 12 m except a platform lift, is the floor area
≥ 1100mm wide X 1400mm depth.

LIFTS

- | | | | |
|-----|--|--------------------------|--------------------------|
| 7 | Travel \geq 12 m, is the floor area \geq 1400mm wide X 1600mm depth. | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | If used, does the stair platform lift (SPL), have a floor area \geq 810mm wide X 1200mm depth. | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | Is a handrail of minimum length 600mm provided in the lift? (AS1735.12 - Clause 5.3) not required in SPL. | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Are the handrails in colour contrast to the walls? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Are handrails within 500mm of a control panel? (AS1735 – Part 12 – Clause 5.3.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. | Are handrails between 30mm – 50mm in diameter? (AS1735 – Part 12 – Clause 5.3.2(a)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. | Is the top 270° arc free along the full length of the handrail clear without obstruction within 15mm? (AS1735 – Part 12 – Clause 5.3.2(e)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Is the top of the handrail between 850mm – 950mm above the floor? (AS1735 – Part 12 – Clause 5.3.2(d)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. | Is there a minimum clearance of 50mm from the handrail to the wall? (AS1735 – Part 12 – Clause 5.3.2(g)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. | Are any clearances behind the handrail of less than 50mm filled in? (AS1735 – Part 12 – Clause 5.3.2(g)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. | Are the internal walls of the lift of a non-reflective material? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Are the internal control buttons at a height of between 900mm-1200mm AFL? (AS1735.12 - Clause 7.3.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. | Are the control buttons raised and illuminated to assist a person with impaired vision? (AS1735.12 - Clause 8.2, 8.3 & 8.4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. | Do all buttons with the exception of the stop button and the communication button have: | | |
| | (a) contrasting characters not less than 10mm high; | <input type="checkbox"/> | <input type="checkbox"/> |
| | (b) Braille equivalent adjacent to or on the button; and | <input type="checkbox"/> | <input type="checkbox"/> |
| | (c) tactile characters not less than 12mm high adjacent to or on the button? (AS1735 – Part 12 – Clause 8.3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. | Are there movement detection beams on the doors? (AS1735.12 - Clause 4.2) | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. | Are the emergency procedures clearly identified in the event of a lift malfunction? | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. | Is the emergency telephone easy to access and use? | <input type="checkbox"/> | <input type="checkbox"/> |
| 24 | Is there an audible announcement provided where lifts travel over 2 floors? (oral announcement or bell) (AS1735.12 - Clause 8.5 (b)) | <input type="checkbox"/> | <input type="checkbox"/> |

TOILETS

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HREOC Advisory Notes on Access to Premises (Updated Feb 1999) Clauses 5.2, 5.9, 5.14**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**

Important points to consider:

- ◆ accessible toilets will allow people with a wide range of disabilities to be independent;
- ◆ the first toilet in every building should be a unisex accessible facility accessed via a non gender specific area.
- ◆ The next toilets are to be ambulant accessible facilities, that are accessed via a gender specific area in the male and female facilities.
- ◆ unisex accessible toilets are preferable to separate male and female accessible toilets, to enable partners and carers of the opposite gender to assist if required;
- ◆ accessible toilet cubicles should provide unobstructed circulation space;
- ◆ toilet pan, basin and handrails should be positioned at correct heights and locations;
- ◆ hand basins are required to be located inside the accessible cubicle; and
- ◆ ambulant accessible toilets are an alternative for people with disabilities who do not require the larger accessible toilet.
- ◆ Sole occupancy units require different dimensioning for basins in sanitary facilities.

Toilets

No. of standard toilets: female _____ male _____ unisex _____
No. of accessible toilets: female _____ male _____ unisex _____

Legend:

YES NO

INSERT BUILDING LEVELS

Unisex accessible facilities

TOILETS

1. Is a toilet designated as wheelchair accessible available in the building/facility?
 If not, how far is the nearest one _____ metres
2. Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance? (AS1428.1 Clause 7 & BCA clause D3.2(c))
3. Is the toilet signposted with the international access symbol? (AS1428.1 – Clause 14)
4. Is the accessible toilet unisex?
 Not through a gender specific area (AS1428.1 - Clause 15.2)
5. If there is an airlock, is there a minimum of 1450mm between the doors or the leading edge of either door if it opens into the airlock? (AS1428.1 - Clause 13.4 & fig 34)
6. Is the door opening width 850mm or greater when open? (AS1428.1 - Clause 13.2)
7. Does the door have an “occupied” indicator and can it be opened from the outside in an emergency? (AS1428.1 - Clause 15.2.9(b))
8. Can the door be unlocked and opened by one hand by a snib catch that has a minimum length of 45mm from the centre of the spindle? (AS1428.1 - Clause 15.2.9(b))
9. Is there sufficient circulation space on both sides of the door for accessing the latch mechanism? (AS1428.1 Clause 13.3)
10. Are all door handles between 900mm-1100mm high above the floor level? (AS1428.1 - Clause 13.5.3(a))
11. Is the clearance between the inside edge of the handle Between 35mm and 45mm to the face of the door? (AS1428.1 – clause 13.5.2)
12. Is the door handle a “D” type lever handle that will enable The opening of the door with one hand. (AS1428.1 – Clause 13.5.2(a))
13. Do the door handles have a minimum luminance

TOILETS

contrast to the background?

- | | | |
|-----|---|--|
| 14. | If the door opens inwards is the circulation space large Enough so that a person in a wheelchair can shut the door once inside? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 15. | Is there a 1400mm space in front of the pan?
(100mm of the 1200mm is allowed under the basin)
(This allows front transfers from a wheelchair)
(AS1428.1-Figure 43) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 16. | Is there 1250mm at one side of the pan?
(This allows side transfers from a wheelchair)
(AS1428.1 - Figure 43) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 17. | Is the seat height between 460mm-480mm?
(AS1428.1 - Figure 41) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 18. | Is the front of the pan 800+/-10mm from the rear wall?
(AS1428.1 - Figure 39) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 19. | Is there a grab-rail next to the toilet at 800mm-810mm high? (AS1428.1-Clause 15.2.7 Figure 42) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 20. | Is there a rail behind the toilet at 800mm-810mm high?(this allows side transfers and sitting on toilet)
(AS1428.1 – Clause 15.2.7 Figure 42(b)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 21. | Can the toilet paper be easily reached? (forward of the pan and 700mm maximum height)
(AS1428.1 – clause 15.2.6 & Figure 41) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 22. | Is the flushing control within easy reach and easy to operate? (maximum height 1100mm)
(AS1428.1 – Clause 15.2.5 & Figure 40) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 23 | Is there a basin in the toilet cubicle and outside the required pan circulation area?
(AS1428.1 - Clause 15.3.1 & figure 43.) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 24. | Is the basin located not closer than 1400mm to the pan? (AS1428.1 - Figure 43) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 25. | Is there sufficient toe plate and leg room under the basin? (AS1428.1 Figures 44(A) & 44(B)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 26. | Does the basin have knee-space underneath?
(AS1428.1 – Figures 44(A) & 44(B)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 27. | Are the tap handles lever, sensor type or similar? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

TOILETS

(AS1428.1 - Clause 15.2.1)

28. Are the taps clearly identified as hot and cold (colour/tactile) with the hot on the left?
29. Is there a common outlet for the hot and cold water?
30. Is the mirror a vertical mirror and not an angled mirror? (AS1428.1 – Clause 15.4.1)
31. If a mirror is provided above the basin does it have a minimum width of 350mm and is its base not more than 900mm above the floor and not less than 1850mm above the plane of the finished floor? (AS1428.1 - Clause 15.4.1)
32. If a second mirror is provided, does it extend from a height not less than 600mm above the floor and up to a minimum of not less than 1850mm? (AS1428.1 - Clause 15.4.1)
33. Are hand dryers, soap dispensers, shelves etc provided at a height between 900mm-1100mm (AS1428.1 - Clause 15.4.2 & .3)
34. Are light switches provided at a height between 900mm-1100mm? (AS1428.1 – Clause 14.1)
35. Is there a coat hook between 1200mm – 1350mm above the floor and not less than 500mm from an internal corner? (AS1428.1 – Clause 15.4.4)
36. If a baby change table is provided is it outside the Required circulation spaces? As1428.1 – Clause 15.2.8.2
37. Does the baby change table have the handle to open it below 1100mm above the floor level?. (AS1428.1 – Clause 14.1)
38. Is the top of the baby change table under 820mm above The floor level? (AS1428.1 – Clause 15.2.8.2)
39. Is there a minimum clearance under the baby change table for knee clearance of 720mm? The floor level? (AS1428.1 – Clause 15.2.8.2)
40. Has a backrest been provided on the pan with an angle between 95 to 100 degrees and height up to 875mm (AS1428.1 – Clause 15.2.4 & figure 39 & 40)

TOILETS

Ambulant accessible facilities

- 41 Is there one cubicle in each male and female toilet facility for use by people with ambulant disabilities? (AS1428.1 Clause 16.1)
42. Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance? (AS1428.1 Clause 7 & BCA clause D3.2(c))
43. Is the toilet signposted with the ambulant access symbol? (AS1428.1 – Clause 8.1 & fig 9)
44. Is the door opening width 700mm or greater when open? (AS1428.1 - Clause 16.3)
45. Does the door have an “occupied” indicator and can it be opened from the outside in an emergency? (AS1428.1 - Clause 16.3)
- 46 Can the door be unlocked and opened by one hand? (AS1428.1 - Clause 16.3)
- 47 Is there sufficient circulation space on both sides of the door for accessing the latch mechanism? (AS1428.1 Fig 53(B))
- 48 Are the door handles colour contrasting to their background?
- 48 Is there a 900mm space in front of the pan?
- 50 Is there a coat hook between 1200mm – 1350mm above the floor? (AS1428.1 – Clause 16.5)
- 51 Are there grab-rails on either side of the toilet at 800mm- 810mm high? (AS1428.1-Clause 16.2 & Figure 53)
- 52 Can the toilet paper be easily reached? (forward of the pan and 700mm maximum height) (AS1428.1 – Figure 53(A))

Sole occupancy accessible facilities

These in most respects be the same as public facilities however the basins are to be in accordance with Clause 15.3.2 and Figure 45.

UTILITIES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HRAC (HREOC) Advisory Notes on Access to Premises (Updated Feb 1999) Clauses: 5.2, 5.13, 5.14.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

◆

Important points to consider:

- ◆ accessible public telephones are essential for people with disabilities who rely on others for assistance, particularly for transport;
- ◆ accessible telephones should be provided both internally and externally to buildings, should be adjacent to other public telephones and located on main access ways;
- ◆ free standing drinking fountains provide better access than recessed ones. Controls need to be at the front of the unit and be operable with one hand;
- ◆ vending machines should be placed so that they do not obstruct access routes. The control buttons need to be in the height range of 500mm-1200mm; and
- ◆ all utilities should be provided on even ground and in well lit areas.

Telephones

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | | | | | |
|----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. | Is a public telephone available? | <input type="checkbox"/> |
| 2. | Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance? (AS1428.1 Clause 6.3) | <input type="checkbox"/> |
| 3. | Does the public telephone have a telephone typewriter (TTY) facility? | <input type="checkbox"/> |

UTILITIES

- | | | | | | | |
|-----|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 4. | Is the telephone and surrounding area on a level surface, eg. maximum gradient of 1:40? | <input type="checkbox"/> |
| 5. | Is there a clear circulation area in front of the telephone? (AS1428.2 – Clause 30.1.10) | <input type="checkbox"/> |
| 6. | If the telephone is in a booth, is the minimum clear opening of the doorway 850mm or greater? | <input type="checkbox"/> |
| 7. | Are the highest operable parts of the telephone 1100mm or lower? (AS1428.2 - Clause 30.1.3) | <input type="checkbox"/> |
| 8. | Does the telephone have push button controls? (AS1428.2 - Clause 30.1.6) | <input type="checkbox"/> |
| 9. | Does the telephone have large print numbers? | <input type="checkbox"/> |
| 10. | Are telephone directories available? | <input type="checkbox"/> |
| 11. | Is there a bench area to set down and use the telephone directory? | <input type="checkbox"/> |
| 12. | Do the toeplate and knee room under the bench: | | | | | |
| | (a) have a clear height of 640mm – 650mm? | <input type="checkbox"/> |
| | (b) have a clear depth of 620mm – 660mm? | <input type="checkbox"/> |
| | (AS1428.2 Figure 35) | | | | | |
| 13. | Is area around the telephone well lit and is the lighting even? | <input type="checkbox"/> |
| 14. | Is the handset cord length 735mm or greater? (AS1428.2 - Clause 30.1.8) | <input type="checkbox"/> |
| 15. | Does the phone have a volume control? | <input type="checkbox"/> |
| 16. | Does the telephone have phone card facilities? | <input type="checkbox"/> |
| 17. | Is a seat available for telephone users? | <input type="checkbox"/> |

UTILITIES

Drinking Fountains

Legend:

YES **NO**

INSERT BUILDING LEVELS

- | | | | | | | |
|-----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 18. | Are drinking fountains provided in the building/facility? | <input type="checkbox"/> |
| 19. | Is there an accessible drinking fountain provided?
(ie. water outlet 800mm-850mm high and at front of unit)
(AS1428.2 - Figure 33) (775-800mm preferred) | <input type="checkbox"/> |
| 20. | Is leg clearance of 640mm-650mm provided under the fountain? (AS1428.2 - Figure 33) | <input type="checkbox"/> |
| 21. | Is the depth of toeplate and knee space between 490mm – 500mm? (AS1428.2 Figure 33) | <input type="checkbox"/> |
| 22. | Is the surface around the foundation firm and level? | <input type="checkbox"/> |
| 23. | Are the controls positioned in an accessible position - either centre front or to the side? | <input type="checkbox"/> |
| 24. | Are the controls operable by one hand?
If a push bottom, a maximum force of 19.5N
(AS1428.2 – Clause 27.3.3) | <input type="checkbox"/> |
| 25. | Is there a wheelchair circulation area immediately in front of the water outlet?
(2450mm x 2450mm AS1428.2 Clause 6.3) | <input type="checkbox"/> |

Vending Machines

Legend:

YES **NO**

INSERT BUILDING LEVELS

- | | | | | | | |
|-----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 26. | Are vending machines provided in the facility? | <input type="checkbox"/> |
| 27. | Is the height of all operative components between 500mm-1200mm? (AS1428.2 – Clause 29.1) | <input type="checkbox"/> |
| 28. | Can the controls clearly be identified by both touch and sight? (raised buttons with luminance contrast)
(AS1428.2 – Clause 29.2) | <input type="checkbox"/> |
| 29. | Is there a wheelchair circulation area immediately in front of the vending machine?
(2450mm x 2450mm AS14.2 Clause 6.3). | <input type="checkbox"/> |

COMMUNITY HALLS

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HREOC Advisory Notes on Access to Premises (Updated Feb 1999) Clauses 5.2, 5.8, 5.9, 5.10, 5.11, 5.12, 5.14, 5.15, 5.21.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider:

- ◆ seating is moveable;
- ◆ provision of a hearing augmentation system for people with hearing impairments; and
- ◆ access to a stage area for wheelchair users.

		YES	NO
1.	If seating is available, is it moveable?	<input type="checkbox"/>	<input type="checkbox"/>
2.	Is there a stage in the hall? (If YES, refer to Section on Pathways/Ramps and Steps)	<input type="checkbox"/>	<input type="checkbox"/>
3.	Are handrails available on the steps or ramp? (refer Section on to ramp details)	<input type="checkbox"/>	<input type="checkbox"/>
4.	Are there change rooms?	<input type="checkbox"/>	<input type="checkbox"/>
5.	Is there a continuous accessible path of travel from the set down area/transport stop to the facility entrance? (AS1428.1 Clause 6.3)	<input type="checkbox"/>	<input type="checkbox"/>
6.	Is the change room large enough to allow ease of movement for people using wheelchairs? 2450mmx2450mm (AS1428.2 – Clause 6.3)	<input type="checkbox"/>	<input type="checkbox"/>
7.	Is there an integrated amplification system other than one used for emergency purposes? If so, an audio loop or FM wireless system must be provided (AS1428.1 - Clause 16 & AS1428.2 – Clause 21.1)	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNITY HALLS

- | | | | |
|-----|---|--------------------------|--------------------------|
| 8. | If an audio loop is available is a sign indicating its location and area serviced clearly visible at the main entrance to the assembly area? (AS1428.1 - Clause 8.2.2 & AS1428.2 – Clause 21.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | Is the flooring safe for all users of the hall? (eg. slip resistant for people with poor mobility and those using wheelchairs). | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Are there toilets available in the facility? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | If YES, is there a unisex accessible toilet available? (see Section on Toilets) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. | If YES, is it clearly signposted from the entry area? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. | Does the emergency exit provide a continuous accessible path of travel away from the building? | <input type="checkbox"/> | <input type="checkbox"/> |

EXHIBITION SPACES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HREOC Advisory Notes on Access to Premises (Updated Feb 1999) Clauses 5.2, 5.10, 5.12, 5.14, 5.15.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**

Important points to consider:

- ◆ alternate communication systems to assist a wider range of people to accessing services;
- ◆ provision of regular seating along access routes; and
- ◆ provision of clear, easy to read signage to facilities and exhibits to assist people with vision and hearing impairments.

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | | | | | |
|----|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. | Are there alternative information systems available (eg. maps, audio system, brochures with large print, Braille, etc)? | <input type="checkbox"/> |
| 2. | Are guided tours available if required? | <input type="checkbox"/> |
| 3. | Is there suitable signage to indicate exhibitions available and the direction of travel? (see Section on Interior Signage) | <input type="checkbox"/> |
| 4. | Is there suitable signage on the individual exhibits? (see Section on Interior Signage) | <input type="checkbox"/> |
| 5. | Are exhibits and their signage well lit, non glare and is the lighting even? (AS1428.2 - Clause 19) | <input type="checkbox"/> |
| 6. | Is there suitable circulation areas between exhibits - 1200mm minimum width? (AS1428.2 - Clause 6.4) | <input type="checkbox"/> |
| 7. | Is compliant seating available at minimum intervals of 60m throughout the facility? (AS1428.2 – Clause 7(e)) | <input type="checkbox"/> |

EXHIBITION SPACES

- 8. If YES, do the chairs have armrests and a flat seat height of 450mm-520mm? (AS1428.2 - Clause 27.2)
- 9. Is there a gift shop available?
- 10. If YES, is there a continuous accessible path of travel to the gift shop?

RECREATION/SPORTING VENUES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HREOC Advisory Notes on Access to Premises (updated 1999) Clauses 5.2, 5.8, 5.9, 5.10, 5.12, 5.11, 5.14.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**

Important points to consider:

- ◆ provision of access to all areas of the facility - courts, pools, spectator areas, food and change areas and toilets;
- ◆ provision of an accessible shower cubicle;
- ◆ provision of wheelchair access to spectator areas; and
- ◆ provision of suitable scoring systems for people with vision and hearing impairments.

Swimming Pool

	YES	NO
1. Is there level access to the pool side from the entry?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is there slip resistant floor surfaces surrounding the pool?	<input type="checkbox"/>	<input type="checkbox"/>
3. Is there colour to provide a minimum luminance contrast of 30% around the edge of the pool?	<input type="checkbox"/>	<input type="checkbox"/>
4. What type of entry is there to the pool (eg. vertical steps, standard steps, ramp “beach access”)?		
<hr/>		
5. Are there handrails available at the entry point?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are there any rails around the perimeter of the pool for use when in the water?	<input type="checkbox"/>	<input type="checkbox"/>

RECREATION/SPORTING VENUES

Change/Shower Area

		YES	NO
7.	Is there a designated shower cubicle for people using wheelchairs?	<input type="checkbox"/>	<input type="checkbox"/>
8.	Do all shower doorways have a clear opening of 850mm? (AS1428.1 - Clause 13.2)	<input type="checkbox"/>	<input type="checkbox"/>
9.	Is the shower cubicle a minimum size of 1600mm x 2350mm? (AS1428.1 - Figure 47)	<input type="checkbox"/>	<input type="checkbox"/>
10.	Is the shower recess accessible with no hob or step? (AS1428.1 - Clause 15.5.2(a))	<input type="checkbox"/>	<input type="checkbox"/>
11.	Are there grab rails available? (AS1428.1 - Clause 15.5.4)	<input type="checkbox"/>	<input type="checkbox"/>
12.	Is a seat provided in the shower recess at a height of 470mm-480mm? (AS1428.1- Clause 15.5.9 - Figure 47 and 48)	<input type="checkbox"/>	<input type="checkbox"/>
13.	Is there a maximum of 40mm between the end wall of the shower recess and the seat? (AS1428 – Figure 47)	<input type="checkbox"/>	<input type="checkbox"/>
14.	Is the seat 390mm – 400mm in width and 1000mm minimum length? (AS1428 .1 – Figure 47)	<input type="checkbox"/>	<input type="checkbox"/>
15.	Is a mobile shower chair provided? (AS1428.2 – Clause 15.4(a))	<input type="checkbox"/>	<input type="checkbox"/>
16.	Is a hand held shower within reach when seated? (AS1428.1 - Clause 15.5.6(d))	<input type="checkbox"/>	<input type="checkbox"/>
17.	Is the floor slip resistant?	<input type="checkbox"/>	<input type="checkbox"/>
18.	Are the tap handles lever or capstan (+) style? (AS1428.1 - Clause 15.5.8 & 15.2.1)	<input type="checkbox"/>	<input type="checkbox"/>
19.	Is the hot tap above the cold tap or is it on the left of the cold tap? (AS1428 – Clause 15.2.1(c) – Figure 48)	<input type="checkbox"/>	<input type="checkbox"/>
20.	Are all controls between 900mm 1100mm above the level of the shower floor? (AS1428.1 – Figure 48)	<input type="checkbox"/>	<input type="checkbox"/>
21.	Are there clothes hanging hooks 1200mm-1350mm high and not less than 500mm from any internal corner? AS1428.1 - Clause 15.5.1(b))	<input type="checkbox"/>	<input type="checkbox"/>
22.	Is there a fold-up change table available (Between 480mm – 500mm recommended AS1428.2 Clause 24.3(b))	<input type="checkbox"/>	<input type="checkbox"/>

RECREATION/SPORTING VENUES

23. Is there an accessible toilet available in the change area? (see Section on Toilets)

Spectator Facilities

- | | YES | NO |
|--|--------------------------|--------------------------|
| 24. Is a continuous accessible path of travel and sufficient space provided for people using wheelchairs to sit with partner, friends, etc in standard spectator area? (AS1428.1 - Clause 18.1 & AS1428.2 – Clause 26.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Are positions provided in various locations for people using wheelchairs? (multiple locations and no more than two adjacent spaces at any one location.) (AS1428.1 - Clause 18.1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Are positions located to allow comparable lines of sight to the general viewing areas? (AS1428.1 - Clause 18.1(b)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Are wheelchair spaces a minimum of 800mm wide? (AS1428.1 - Figure 54(A)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 28. Do the wheelchair spaces have a minimum depth of 1900mm? (AS1428.1 - Figure 54(C)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 29. Is the scoring auditory as well as visual? | <input type="checkbox"/> | <input type="checkbox"/> |

TRANSPORT FACILITY

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ HREOC Advisory Notes on Access to Premises (updated 1999) Clauses 5.2, 5.6, 5.8, 5.14, 5.15.
- ◆ AS1428.1 - 2009 - Design for access and mobility – New Building Work.
- ◆ AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)
- ◆ AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.

Important points to consider:

- ◆ provision of accessible ticket retail outlets and machines with clear, easy to read instructions;
- ◆ continuous accessible path of travel;
- ◆ provision of suitable visual and auditory information; and
- ◆ provision of tactile indicators on access ways for people with visual impairment.

Including Platforms/Jetties

	YES	NO
1. Is there a continuous accessible path of travel from the ticket purchase area to the arrival/departure point?	<input type="checkbox"/>	<input type="checkbox"/>
2. Is the route to the facility confusing for a person who is blind or vision impaired? If so, are there Tactile Ground Surface Indicators available to the arrival/departure point? (AS1428.4.1 - Clause A3.2)	<input type="checkbox"/>	<input type="checkbox"/>
3. Does the edge of the arrival/departure point have ground tactile indicators? (AS1428.4.1 - Clause A3.2)	<input type="checkbox"/>	<input type="checkbox"/>
4. Are the Tactile Ground Surface Indicators set back 600mm – 900mm from the edge of the platform/ wharf and have a minimum depth of a minimum of 12 truncated cones	<input type="checkbox"/>	<input type="checkbox"/>
	600mm?	

TRANSPORT FACILITY

(AS1428.4.1 Figure 3.3)

- | | | | |
|-----|--|--------------------------|--------------------------|
| 5. | Do the Tactile Ground Surface Indicators comply with the required luminance contrast criteria? (AS1428.4.1– Clause 2.2 (b)) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Are staff available for enquires regarding departure/ arrival times and general enquires? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | Is there accessible timetable information available at the arrival/departure point? (see Information Checklist) | | |
| | Written information | <input type="checkbox"/> | <input type="checkbox"/> |
| | Auditory information | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | Does the timetable and other information comply with with the signage criteria? (refer Section on Signage) | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | Is there seating available at the arrival/departure point? (refer to Section on Interiors - General) | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Are ticket machines accessible? (see Section on Transport/Carparking) | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Are ticket retail outlets accessible? (see Section on Interiors - General) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. | Is there a continuous accessible path of travel into all major facilities in the complex, for example shops, eating places? (see Section on External Access) | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. | If transport by boat - does the linking ramp have appropriate gradient? (see Section on Pathways/Ramps) | <input type="checkbox"/> | <input type="checkbox"/> |

EDUCATIONAL FACILITIES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ HREOC Advisory Notes on Access to Premises (updated 1999) Clauses 5.2, 5.6, 5.10, 5.12, 5.13, 5.14.
- ◆ AS1428.1 - 2009 - Design for access and mobility – New Building Work.
- ◆ AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)
- ◆ AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.

Important points to consider:

- ◆ a continuous accessible path of travel should be available in and within building and facilities;
- ◆ provision of seating to allow integrated wheelchair access; and
- ◆ access to podium area or stage for wheelchair users.

Lecture Theatres/Auditoriums

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | |
|----|--|--|
| 1. | Is there wheelchair access into the following parts of the theatre?
Front
Back
Other | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 2. | Are positions provided in various locations for people using wheelchairs? (AS1428.1 - Clause 18.1) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 3. | Are positions located to allow comparable lines of sight to the general viewing areas? (AS1428.1 - Clause 18.1(b)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 4. | Are wheelchair spaces a minimum of 800mm wide? (AS1428.1 Clause 18.3 - Figure 54(A), (B) & (C)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 5. | Do the wheelchair spaces have a minimum depth of 1900mm? (AS1428.1 Clause 18.3 - Figure 54(C)) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

EDUCATIONAL FACILITIES

- | | | |
|-----|---|--|
| 6. | Is there a continuous accessible path of travel to the podium or stage? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 7. | Can all controls for sound, lighting, microphones and audio-visual equipment be controlled from the podium? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 8. | Is there an integrated amplification system other than one used for emergency purposes? If so, an assistive listening device must be provided. BCA – Clause D3.7(a) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 9. | If an audio loop is available is a sign indicating its location and area serviced clearly visible at the main entrance to the assembly area?
(AS1428.1 - Clause 8.2.2) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 10. | Where writing facilities are available to the general students, do people in wheelchairs have access to similar facilities? (See Interiors – general for dimensioning and clearances) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Classrooms/Laboratories

Legend:

YES NO

INSERT BUILDING LEVELS

- | | | |
|-----|--|--|
| 11. | Is there a continuous accessible path of travel to all key functional areas of the room? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 12. | Can the desks be moved? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 13. | If not, can sufficient space be made available for people using wheelchairs to use a desk? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 14. | Are there height adjustable desks available?
(AS1428.2 - Clause 24.1)
(height range of 700mm-850mm recommended) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 15. | Is there an assistive listening device available?
(portable or built in) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 16. | Do the benches have a fixed position and height? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 17. | Is there an accessible bench provided for people using wheelchairs? (AS 1428.2 - Clause 24)
(height of 830mm-870mm and leg clearance of 800mm-840mm underneath) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| 18. | If required, can the water, power and other equipment be adjusted in position or height for a student with a disability? | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

PUBLIC OPEN SPACES

Facility: _____

Date: _____

Assessor: _____

Relevant access requirements:

- ◆ **HREOC Advisory Notes on Access to Premises (updated 1999) Clauses 5.2, 5.6, 5.11, 5.14.**
- ◆ **AS1428.1 - 2009 - Design for access and mobility – New Building Work.**
- ◆ **AS1428.2 - 1992 - Design for access and mobility – Building and Facilities (in part only as the majority of this standard has been merged with AS1428.1 – 2009, the remaining sections still apply on fixtures fittings and fitments.)**
- ◆ **AS1428.4.1 - 2009 Design for access and mobility – Tactile ground surface indicators for the orientation of people with vision impairment.**

Important points to consider:

- ◆ well designed and modified outdoor facilities should provide access to all members of the community;
- ◆ where it is not practical to provide access to all areas of public open space, it is important that access is provided to each type of facility or attraction such as BBQ areas and nature trails;
- ◆ provision of accessible paths, seating and eating areas; and
- ◆ provision of seating and shade at regular intervals.

1. List all facilities and attractions available within the area. These can include kiosk, BBQs, bush walkway, playground, jetty, bird watching, drinking fountain, rubbish bins, tables and seats.

		Yes	No
2.	Is there a continuous accessible path of travel to all the facilities and attractions you have listed.	<input type="checkbox"/>	<input type="checkbox"/>
3.	Are there any bridges, gates, turnstiles, narrow paths etc, which will limit access?	<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC OPEN SPACES

- | | | | |
|-----|---|--------------------------|--------------------------|
| 4. | If YES, is an alternative route provided at these points? | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. | Are shelters provided to protect against sun, rain and wind available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. | Are they situated near set-down points, seating and eating areas and viewing areas? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. | Do they have a firm, level flooring surface to allow easy wheelchair access? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. | Are tables and seats located on firm level ground? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. | Is there room for a person using a wheelchair to manoeuvre around the table? | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. | Are any facilities such as barbeques, tables and seating linked by an accessible path to main pathways? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. | Is the height of the barbeque compliant with wheelchair access | <input type="checkbox"/> | <input type="checkbox"/> |

CHECKLIST DEFINITIONS

- ◆ **Accessible Parking Bay** - A parking bay with a minimum width of 3200mm (3800mm preferred). The bay will be adjacent to the building entrance and be on level ground with a firm surface with no loose particles. Access to adjacent pathways shall be level or via kerb ramps.
- ◆ **Air Lock** - The short passage area between two doors, usually associated with toilets to provide acoustic and odour barriers.
- ◆ **Audio Loop** - Audio loops consist of an amplifier and long cable which transmits sound from a public address system directly to the hearing aids of people who are positioned inside the loop cable. Audio loops can be transportable and are available for hire or purchase to assist people with a hearing impairment at public events. They can also be permanently built into buildings at the time of construction.
- ◆ **Bollard** - A strong wooden or metal post used to prevent motor vehicles driving onto pedestrian areas, to slow cyclists on cycleways and to direct pedestrians around potentially dangerous obstacles.
- ◆ **Capstan Tap Handle** - A common tap handle comprising four prongs in the shape of a cross (+).
- ◆ **Circulation Space** - The unobstructed space required to enable a person using a wheelchair to manoeuvre freely around a given point.

Wheelchair circulation space varies according to where it is being used and the size of the wheelchair, for example - the circulation space required for access within a toilet will differ from the circulation space required for access to a telephone.
- ◆ **Continuous Accessible Path of Travel** - An uninterrupted path of travel to or within a building providing access to all facilities. This will not incorporate any steps, stairs, revolving doorway, escalator, turnstile or other impediment which would prevent it from being safely negotiated by people with disabilities.
- ◆ **Door Width** - The minimum door width for wheelchair access is 850mm.
- ◆ **Hob** - The low step around the shower area which prevents water flowing across the room. A hob can vary in height from 5-300mm.
- ◆ **International Symbol of Access** - An internationally recognised symbol consisting of a stylised figure in a wheelchair on a plain square background. The colour of the figure is white on a blue background, with the figure facing right. When used for indicating the direction to a facility, the figure shall face the direction to be indicated.
- ◆ **Kerb Ramp** - An accessway with a length not greater than 1520mm and a slope/gradient not steeper than 1:8, located within a kerb which has a level landing at both the top and bottom of the incline.
- ◆ **Landing** - A surface with a slope/gradient no steeper than 1:40. Usually positioned at the top and bottom of ramps and at regular intervals along the ramp depending on the length and gradient.
- ◆ **Luminance Contrast** - The amount of light reflected from one surface or component, compared to the amount of light reflected from the background or surrounding surfaces. (There must exist a luminance contrast of .3 or 30% greater

CHECKLIST DEFINITIONS

or less than the amount of light reflected from the surrounding surface, under both natural and artificial lighting conditions and all weather conditions).

- ◆ **Non-Reflective Surface** - Any surface which does not reflect light or produce glare. Materials that produce glare and reflections include chrome, glass, mirrors, metallic finishes and any highly polished surface.
- ◆ **Preferred Font Style** - The Association for the Blind WA recommends a simple and uncluttered font style such as San Serif, Univers, or Helvetica.
- ◆ **Ramp** - An accessway with a slope/gradient steeper than 1:20. The Australian Standards use 1:14 as the maximum slope/gradient suitable for a person in a wheelchair.
- ◆ **Slip-Resistant** - Any surface which provides traction for a wheelchair or a person walking, in both wet and dry situations. For wet locations AS 1428.1 suggests:
 - (i) concrete with abrasive or textured finish
 - (ii) concrete with exposed aggregate finish
 - (iii) bituminous concrete
 - (iv) natural stone with rough finish
 - (v) paving bricks and special abrasive finish
 - (vi) slip-resistant tiles

For dry locations AS 1428.1 suggests:

- (i) all materials suitable for wet conditions (above)
- (ii) short-piled carpet
- (iii) smooth flooring materials without high gloss or slippery finish or which have been suitably treated.

CHECKLIST DEFINITIONS

- ◆ **Stair Nosing** - The front edge of the step, along the full length, usually the front 30-50mm.
- ◆ **Stair Riser** - The vertical component of stairs.
- ◆ **Stair Tread** - That part of the step on which we walk.
- ◆ **Tactile Ground Surface Indicator** - A patterned module which may be individual tiles or strips of modules with either a directional or warning pattern, the latter indicating a potential hazard or change in direction. (A person with a vision impairment is able to read them tactually through the soles of their shoes, with a cane and with any remaining residual vision that they may have).
- ◆ **Turning Circle** - The minimum area required for a standard wheelchair to do a full turn (360 degrees).

CHECKLIST DEFINITIONS

INFORMATION CHECKLIST

TABLE OF CONTENTS

AIMS.....	3.61
EXAMPLES.....	3.61
REASONS FOR CHECKLIST.....	3.61
USING THIS CHECKLIST.....	3.62
INFORMATION CHECKLIST.....	3.63
Part 1 Information Checklist.....	3.64
Part 2 Introducing the W3C WebPage Checklist.....	3.69
ISSUES AND ACTIONS.....	3.76
INFORMATION CHECKLIST DEFINITIONS.....	3.77

This page has been intentionally left blank.

AIMS

- ◆ To identify the barriers that people with disabilities experience when accessing public information.
- ◆ To determine ways of improving the accessibility of public information for people with disabilities.

EXAMPLES

Examples of the types of information provided by public authorities which all members of the community, including people with disabilities, may need to access include:

- ◆ timetables
- ◆ programs
- ◆ council minutes
- ◆ annual reports
- ◆ signs
- ◆ maps
- ◆ directories
- ◆ library books
- ◆ brochures
- ◆ accounts
- ◆ web sites.

This checklist has been developed to assist State Government agencies and Local Governments gauge how accessible their information is to people with disabilities.

REASONS FOR INFORMATION CHECKLISTS

People with disabilities frequently experience difficulty in accessing public information. The types of disability that impact on an individual's ability to access information include hearing loss or deafness, impaired vision or blindness or disabilities that affect the ability to learn or think (such as intellectual disability or psychiatric illness). Many communication difficulties can be avoided. It is recommended that a range of communication options are provided so that individuals can use the communication method that best suits their needs.

Many communication difficulties can be overcome if written information is provided using clear and concise language in a font style and size that is easy to read. For people who have low vision or who are blind, it is also important to have information freely available on request in alternative formats such as audio cassette, large print, computer disc and Braille.

There are a variety of communication techniques that can be used to assist people who have a hearing impairment or who are deaf. Better Hearing Kits on public counters are valuable for informing visitors that staff know how to speak to someone who experiences difficulty hearing. The provision of audio loops at public meetings will enable people who

are using hearing aids to participate. For people who are deaf, skilled sign language interpreters may be arranged by contacting the WA Deaf Society.

People who are deaf or who have a hearing impairment can communicate using an adapted telephone called a telephone typewriter (TTY). Organisations can communicate with customers who are deaf or who have a hearing impairment by either using the TTY national relay service or by purchasing their own TTY.

All public information should be located in accessible venues and clearly identified.

Technological developments such as the world wide web are making major changes to communication. It is vital that web sites are designed to be accessible to people with disabilities.

USING THE INFORMATION CHECKLISTS PART 1 AND PART 2

This checklist is in two parts. Part 1 consists of the information checklist that was published in the Access Resource Kit in 1996. Part 2 was added in April 2001 to assist public authorities ensure that their websites are accessible to people with disabilities. The web site accessibility checklist included as Part 2 has been developed by the world wide web consortium (W3C), the internationally recognised authority on web content accessibility design. The Disability Services Commission thanks W3C for permission to reproduce this checklist.

As the W3C access design guidelines are periodically updated, it is recommended website designers check the W3C website www.w3.org/WAI to ensure they are using the most up-to-date list.

To check for more information check website design, access tools, checklists and guidelines contact www.w3.org/TR/WCAG.

INFORMATION CHECKLIST

When completing the Information Checklist the following key areas are important.

- ◆ Is information written in clear and concise language and is it easy to understand?
- ◆ Is information available in alternative formats such as enlarged print, computer disc, audio tape and Braille on request?
- ◆ Are alternative communication strategies (such as Better Hearing Counter Kits, telephone typewriters (TTYs) and deaf interpreters) used to assist people with disabilities?
- ◆ Is the physical location of your public information accessible and clearly identified?
- ◆ Is information distributed using a variety of methods, such as post, newspapers or radio announcements so that it is accessible to all members of the community?
- ◆ What additional resources are available to distribute information, for example, facsimile and E-Mail?

It is important to recognise that agencies are not expected to produce information in alternative formats such as audio tape or Braille unless requested. Agencies are, however, encouraged to let the public know that information is available in alternative formats on request. For assistance in producing information in alternative formats, please contact the Association for the Blind of Western Australia.

If you are unsure about any of the terms used in the checklist please refer to the definitions in the back of this Checklist.

PART 1

INFORMATION CHECKLIST

Service: _____

Date: _____

Assessor: _____

INFORMATION PROVISION

1. List the information about this service which is available to the public. This includes information produced by your agency. (Examples include annual reports, newsletters, directories, maps, opening hours, advertisements and audio visual material.)

2. List the information which is provided to the public as part of this service. This includes information produced by your agency. (Examples include maps, public displays, responses to enquires, service information, invoices, school and medical reports, policy documents, electoral material, audio visual material, minutes and application forms.)

3. Which of the following techniques are used to ensure information is clear and easy to understand? (Please tick.)

Printed Products (Please list)	Short Sentences	Clear Headings	Pictures & Diagrams	Appropriate Definitions
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which of the following are used to ensure that information is clear and easy to read? (Please tick.)

Printed Products (Please list)	Dark colour Print which Contrasts with Paper	Clear Print		On Non-Reflective Paper
		Print Size (11 point min 12 point preferred)	Preferred Font Style	
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Are customers advised that written information about this service or part of this service is available through the following formats on request? (Please note that it is only necessary to provide information in alternative formats when requested.) (Please tick).

	YES	NO
Computer Disc (specify 3½ floppy or CD-Rom)	<input type="checkbox"/>	<input type="checkbox"/>
Large Print (18pt)	<input type="checkbox"/>	<input type="checkbox"/>
Audio Cassette	<input type="checkbox"/>	<input type="checkbox"/>
Braille	<input type="checkbox"/>	<input type="checkbox"/>

6. How are customers advised of this assistance?

Advertisements (radio/TV/newsletters/paper)	<input type="checkbox"/>	<input type="checkbox"/>
Informing disability agencies	<input type="checkbox"/>	<input type="checkbox"/>
Directories	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service Charter	<input type="checkbox"/>	<input type="checkbox"/>
Others (please list) _____		

7. Are any of the following provided to assist customers with disabilities to access your agency's information? (Please tick).

Direct staff communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better Hearing Counter Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Auslan Sign language interpreter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone typewriter (TTY)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fax	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
E-Mail/Internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please list) _____			

8. How are customers advised of this assistance?
(Please tick those available)

	YES	NO
Use of Symbols/Signs	<input type="checkbox"/>	<input type="checkbox"/>
Advertisements (radio/TV/newsletters/paper)	<input type="checkbox"/>	<input type="checkbox"/>
Informing disability agencies	<input type="checkbox"/>	<input type="checkbox"/>
Directories	<input type="checkbox"/>	<input type="checkbox"/>
Customer Service Charter	<input type="checkbox"/>	<input type="checkbox"/>
Others (please list) _____		

9. If your organisation does not own a telephone typewriter (TTY), is information provided to staff about the TTY National Relay Service.

10. Do videos and films that are produced for this service use open captions or subtitles? **YES** **NO** **N/A**

11. Does television advertising for this service include closed captions or supertext? (Closed captions or supertext are accessible to people with impaired hearing through readily available adaptations to individual television sets).

Information Distribution

12. List information about this service which is distributed to members of the public.
(Refer Questions 1 and 2))

13. What distribution techniques are used? (Please tick relevant box below)

Information (Please list)	Brochure Stand Display	Staff Contact	Print Media	Radio	Phone	Post
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other distribution techniques, eg. E-mail, fax (please list)

14. Is it easy for clients receiving posted information such as bills, invoices and notices to recognise important information such as telephone numbers, account numbers, due dates and amount owing? Please list all information which is posted as part of the service and identify whether important information is in large and bold print.

Posted Information (please list)	Important Information in Bold and Large Print	
	YES	NO
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>
_____	<input type="checkbox"/>	<input type="checkbox"/>

	YES	NO
15. Are there arrangements in place to record requests for information required in an alternative format and on an ongoing basis?	<input type="checkbox"/>	<input type="checkbox"/>

PART 2

INTRODUCING THE W3C WEB CONTENT CHECKLIST.

This checklist is reproduced with permission from the world wide web consortium (W3C) – the internationally recognised authority on web content design.

As W3C periodically updates web content design requirements and guidelines it is recommended website designers check the W3C website at www.w3.org/WAI to ensure they are using the most up-to-date checklist. For more information on web content design, access tools, checklists and guidelines contact www.w3.org/TR/WCAG.

W3C ACCESSIBLE WEB CONTENT DESIGN QUICK TIPS

Images and animations. Use the **alt** attribute to describe the function of each visual.

Image maps. Use client-side **MAP** and text for hotspots.

Multimedia. Provide captioning and transcripts of audio, and descriptions of video.

Hypertext links. Use text that makes sense when read out of context. For example, avoid “click here.”

Page organisation. Use headings, lists and consistent structure. Use **CSS** for layout and style where possible.

Graphs and charts. Summarize or use the **longdesc** attribute.

Scripts, applets & plug-ins. Provide alternative content in case active features are inaccessible or unsupported.

Frames. Use **NOFRAMES** and meaningful titles.

Tables. Make line-by-line reading sensible. Summarise.

Check your work. Validate. Use tools, checklist and guidelines at 222.w3.org/TR/WCAG

PRIORITIES

Each checkpoint has a priority level assigned by the W3C Working Group based on the checkpoint’s impact on accessibility.

Priority 1

A Web content developer **must** satisfy this checkpoint. Otherwise, one or more groups will find it impossible to access information in the document. Satisfying this checkpoint is a basic requirement for some groups to be able to use Web documents.

Priority 2

A Web content developer **should** satisfy this checkpoint. Otherwise, one or more groups will find it difficult to access information in the document. Satisfying this checkpoint will remove significant barriers to accessing Web documents.

Priority 3

A Web content developer **may** address this checkpoint. Otherwise, one or more groups will find it somewhat difficult to access information in the document. Satisfying this checkpoint will improve access to Web documents.

Some checkpoints specify a priority level that may change under certain (indicated) conditions.

Priority 1 Checkpoints

In General (Priority 1)

YES **NO** **N/A**

1.1 Provide a text equivalent for every non-text element (e.g., via "alt", "longdesc", or in element content). *This includes:* images, graphical representations of text (including symbols), image map regions, animations (e.g., animated GIFs), applets and programmatic objects, ascii art, frames, scripts, images used as list bullets, spacers, graphical buttons, sounds (played with or without user interaction), stand-alone audio files, audio tracks of video, and video.

2.1 Ensure that all information conveyed with colour is also available without colour, for example from context or markup.

4.1 Clearly identify changes in the natural language of a document's text and any text equivalents (e.g., captions).

6.1 Organize documents so they may be read without style sheets. For example, when an HTML document is rendered without associated style sheets, it must still be possible to read the document.

6.2 Ensure that equivalents for dynamic content are updated when the dynamic content changes.

7.1 Until user agents allow users to control flickering, avoid causing the screen to flicker.

14.1 Use the clearest and simplest language appropriate for a site's content.

And if you use images and image maps (Priority 1)	YES	NO	N/A
<u>1.2</u> Provide redundant text links for each active region of a server-side image map.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>9.1</u> Provide client-side image maps instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use tables (Priority 1)	YES	NO	N/A
<u>5.1</u> For data tables, identify row and column headers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>5.2</u> For data tables that have two or more logical levels of row or column headers, use markup to associate data cells and header cells.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use frames (Priority 1)	YES	NO	N/A
<u>12.1</u> Title each frame to facilitate frame identification and navigation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use applets and scripts (Priority 1)	YES	NO	N/A
<u>6.3</u> Ensure that pages are usable when scripts, applets, or other programmatic objects are turned off or not supported. If this is not possible, provide equivalent information on an alternative accessible page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use multimedia (Priority 1)	YES	NO	N/A
<u>1.3</u> Until user agents can automatically read aloud the text equivalent of a visual track, provide an auditory description of the important information of the visual track of a multimedia presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>1.4</u> For any time-based multimedia presentation (e.g., a movie or animation), synchronize equivalent alternatives (e.g., captions or auditory descriptions of the visual track) with the presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if all else fails (Priority 1)	YES	NO	N/A
<u>11.4</u> If, after best efforts, you cannot create an accessible page, provide a link to an alternative page that uses W3C technologies, is accessible, has equivalent information (or functionality), and is updated as often as the inaccessible (original) page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Priority 2 checkpoints

In General (Priority 2)	YES	NO	N/A
<u>2.2</u> Ensure that foreground and background colour combinations provide sufficient contrast when viewed by someone having colour deficits or when viewed on a black and white screen. [Priority 2 for images, Priority 3 for text].	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.1</u> When an appropriate markup language exists, use markup rather than images to convey information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.2</u> Create documents that validate to published formal grammars.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.3</u> Use style sheets to control layout and presentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.4</u> Use relative rather than absolute units in markup language attribute values and style sheet property values.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.5</u> Use header elements to convey document structure and use them according to specification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.6</u> Mark up lists and list items properly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>3.7</u> Mark up quotations. Do not use quotation markup for formatting effects such as indentation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>6.5</u> Ensure that dynamic content is accessible or provide an alternative presentation or page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.2</u> Until user agents allow users to control blinking, avoid causing content to blink (i.e., change presentation at a regular rate, such as turning on and off).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.4</u> Until user agents provide the ability to stop the refresh, do not create periodically auto-refreshing pages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.5</u> Until user agents provide the ability to stop auto-redirect, do not use markup to redirect pages automatically. Instead, configure the server to perform redirects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>10.1</u> Until user agents allow users to turn off spawned windows, do not cause pop-ups or other windows to appear and do not change the current window without informing the user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>11.1</u> Use W3C technologies when they are available and appropriate for a task and use the latest versions when supported.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>11.2</u> Avoid deprecated features of W3C technologies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>12.3</u> Divide large blocks of information into more manageable groups where natural and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>13.1</u> Clearly identify the target of each link.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>13.2</u> Provide metadata to add semantic information to pages and sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>13.3</u> Provide information about the general layout of a site (e.g., a site map or table of contents).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>13.4</u> Use navigation mechanisms in a consistent manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use tables (Priority 2)	YES	NO	N/A
<u>5.3</u> Do not use tables for layout unless the table makes sense when linearized. Otherwise, if the table does not make sense, provide an alternative equivalent (which may be a linearized version).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>5.4</u> If a table is used for layout, do not use any structural markup for the purpose of visual formatting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use frames (Priority 2)	YES	NO	N/A
<u>12.2</u> Describe the purpose of frames and how frames relate to each other if it is not obvious by frame titles alone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use forms (Priority 2)	YES	NO	N/A
<u>10.2</u> Until user agents support explicit associations between labels and form controls, for all form controls with implicitly associated labels, ensure that the label is properly positioned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>12.4</u> Associate labels explicitly with their controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use applets and scripts (Priority 2)	YES	NO	N/A
<u>6.4</u> For scripts and applets, ensure that event handlers are input device-independent.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>7.3</u> Until user agents allow users to freeze moving content, avoid movement in pages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>8.1</u> Make programmatic elements such as scripts and applets directly accessible or compatible with assistive technologies [Priority 1 if functionality is important and not presented elsewhere, otherwise Priority 2.]	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>9.2</u> Ensure that any element that has its own interface can be operated in a device-independent manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<u>9.3</u> For scripts, specify logical event handlers rather than device-dependent event handlers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

Priority 3 checkpoints

In General (Priority 3)

And if you use applets and scripts (Priority 2)	YES	NO	N/A
---	-----	----	-----

<u>4.2</u> Specify the expansion of each abbreviation or acronym in a document where it first occurs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>4.3</u> Identify the primary natural language of a document.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>9.4</u> Create a logical tab order through links, form controls, and objects.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>9.5</u> Provide keyboard shortcuts to important links (including those in client-side image maps), form controls, and groups of form controls.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>10.5</u> Until user agents (including assistive technologies) render adjacent links distinctly, include non-link, printable characters (surrounded by spaces) between adjacent links.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>11.3</u> Provide information so that users may receive documents according to their preferences (e.g., language, content type, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>13.5</u> Provide navigation bars to highlight and give access to the navigation mechanism.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>13.6</u> Group related links, identify the group (for user agents), and, until user agents do so, provide a way to bypass the group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>13.7</u> If search functions are provided, enable different types of searches for different skill levels and preferences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>13.8</u> Place distinguishing information at the beginning of headings, paragraphs, lists, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>13.9</u> Provide information about document collections (i.e., documents comprising multiple pages.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>13.10</u> Provide a means to skip over multi-line ASCII art.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

<u>14.2</u> Supplement text with graphic or auditory presentations where they will facilitate comprehension of the page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

<u>14.3</u> Create a style of presentation that is consistent across pages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

And if you use images and image maps (Priority 3)	YES	NO	N/A
<u>1.5</u> Until user agents render text equivalents for client-side image map links, provide redundant text links for each active region of a client-side image map.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use tables (Priority 3)	YES	NO	N/A
<u>5.5</u> Provide summaries for tables.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>5.6</u> Provide abbreviations for header labels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>10.3</u> Until user agents (including assistive technologies) render side-by-side text correctly, provide a linear text alternative (on the current page or some other) for <i>all</i> tables that lay out text in parallel, word-wrapped columns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
And if you use forms (Priority 3)	YES	NO	N/A
<u>10.4</u> Until user agents handle empty controls correctly, include default, place-holding characters in edit boxes and text areas.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

INFORMATION CHECKLIST

DEFINITIONS

- ◆ **Audio Cassette** - Audio cassette involves recordings of written material and is the most widely used alternative format for people with vision impairment.
- ◆ **Audio Loop** - Audio loops consist of an amplifier and long cable which transmits sound from a public address system directly to the hearing aids of people within the loop cable. Audio loops are portable and are available for hire or purchase to assist people with a hearing impairment at public events. They can also be permanently built into buildings at the time of construction.
- ◆ **Auslan (Australian Sign Language)** - Auslan is the standard Australian sign language and is recognised by the Australian Government as a legitimate language with its own linguistic rules, syntax and grammar and is considered to have equal status to other languages. AUSLAN interpreters are available through the WA Deaf Society.
- ◆ **Better Hearing Counter Card** - The counter card is part of the Better Hearing Kit. The card sits on the counter top and requests people with hearing impairments to advise staff of their needs. On the reverse side of the card it suggests staff “face the client, speak clearly, don’t shout - re-phrase and if necessary write it down”.
- ◆ **Better Hearing Kits** - Better Hearing Kits contain information about communicating with people with hearing impairments. They are available from Better Hearing Australia.
- ◆ **Braille** - Is the translation of text into raised dots on a page for people with vision impairment. The number of people in Western Australia who use Braille is decreasing as other technology becomes available. The Association for the Blind is able to convert text to Braille.
- ◆ **Captions** - are useful for people who are deaf or who have a hearing impairment. Captions show the soundtrack of a TV or video program as text on the TV screen.

TV captions are called “closed” captions because they are only visible with the use of a readily available adaption to individual television sets.

Video captions are visible with an ordinary VCR and are called “open” captions, they are superimposed on the picture and no special equipment is necessary to see them.

- ◆ **Clear Print** - Refers to print that is at least 11 point, preferably 12 point, and uses a font style such as San Serif, Univers, Arial or Helvetica.

INFORMATION CHECKLIST

DEFINITIONS

- ◆ **Computer Disc** - Documents on computer disc can be used directly by people who have access to a personal computer with a large screen, voice or Braille output. In addition, if practical, information can be placed on-line via the Internet.
- ◆ **Large Print** - Large print is useful for people who have some vision but cannot read standard size print. Large print is useful for many people and requires minimal equipment to prepare. Large print is generally a print size of 18 points or greater (if possible, items produced specifically for an individual should be in a font size appropriate for that person).
- ◆ **Preferred Font Style** – Standards Australia and the Association for the Blind W.A recommends a simple and uncluttered font style such as San Serif, Univers, Arial or Helvetica.
- ◆ **Print Size - Eleven Point** - 11 point refers to the minimum font size recommended of printed text. It is widely accepted that text should be printed in at least 11 point (12 point preferred). This benefits all community members and is important as our community is ageing.
- ◆ **Telephone Typewriter (TTY)** - a TTY is essentially a keyboard which plugs into a standard phone outlet to enable people who are deaf to send or receive messages to and from other people or public authorities who also have a TTY through the phone system. A TTY service is only useful if the public is made aware of its availability. This can be achieved by contacting Telstra and requesting inclusion in the National TTY Directory.
- ◆ **TTY National Relay Service** - There is also a TTY National Relay Service which can relay messages from a voice phone user to a deaf or hearing impaired person who uses a TTY. The National Relay Service phone number is 132544.

**STAFF ACCESS
AWARENESS CHECKLIST**

STAFF ACCESS AWARENESS CHECKLIST

TABLE OF CONTENTS

AIMS	3.80
EXAMPLES.....	3.80
REASONS FOR CHECKLIST.....	3.80
USING THIS CHECKLIST.....	3.81
ACCESS AWARENESS SURVEY.....	3.82
STAFF ACCESS AWARENESS CHECKLIST	3.88
ISSUES AND ACTIONS.....	3.93

STAFF ACCESS AWARENESS CHECKLIST

AIMS

- ◆ To determine the level of awareness among staff about the access requirements of people with disabilities.
- ◆ To identify the best means for raising staff awareness of access issues.

EXAMPLES

A broad range of staff involved in the provision of services need to be aware of the access needs of people with disabilities including:

- ◆ counter staff/receptionists;
- ◆ management;
- ◆ council officers;
- ◆ bus/train/ferry drivers;
- ◆ police officers;
- ◆ teachers/lecturers/tutors;
- ◆ librarians;
- ◆ doctors/nurses; and
- ◆ park rangers.

REASONS FOR CHECKLIST

People with disabilities have contact with a variety of staff from a range of public authorities and frequently report that they experience difficulty in their dealings with staff. Access can be improved if all staff employed by public authorities are aware of the access requirements of people with disabilities and are able to communicate effectively with them.

Many public authorities have, or are introducing, customer focus policies to improve the level of service provided to all their customers. In addition, many agencies have mission statements or a charter which refers to the need to provide an adequate level of service to the public. People with disabilities are also customers and so it is important that their access needs are considered.

STAFF ACCESS AWARENESS CHECKLIST

USING THIS CHECKLIST

The Staff Access Awareness Checklist has been designed for public contact staff to assess their level of knowledge and awareness about the access issues facing people with disabilities. The questions focus primarily on staff's understanding of how they can meet the communication needs of people with disabilities. This checklist contains two parts:

- ◆ a Staff Access Awareness Survey; and
- ◆ a checklist to compile and analyse the survey results.

The Staff Survey can be undertaken as required to assess the awareness levels of new staff and periodically monitor awareness among existing staff members. The results of the checklist can be kept to provide public authorities with a means of comparing staff access awareness levels over time. Organisations are encouraged to consult with the Disability Services Commission if they wish to modify the checklist.

If you are unsure about any of the terms used, please refer to the Checklist Definitions provided in Part 4 for an explanation. Similarly, it may be appropriate to provide a copy of Checklist Definitions to the staff being surveyed when distributing the survey.

ACCESS AWARENESS SURVEY

Thank you for participating in this survey.

STAFF SURVEY

Please read this information before you complete the survey

Customer Service

Customer service is a high priority for State Government agencies and Local Governments. Many organisations have mission statements or a charter which refer to the need to provide a high level of service to the public. Some have, or are introducing, Customer Focus policies to improve the level of service provided to all customers.

It is important that people with disabilities are considered as part of this process. This will ensure that the same opportunities are provided to all community members to access services and facilities.

People with Disabilities

A survey conducted by the Australian Bureau of Statistics in 1998 found that there were 355,500 people with a disability in Western Australia. There are many types of disabilities including: sensory, physical, intellectual, cognitive, neurological and psychiatric. As a result some people may have difficulty with mobility, hearing, vision or communication.

Disability Service Plans

To improve access for people with disabilities, the Western Australian Disability Services Act (1993) requires State Government agencies and Local Governments to develop and implement Disability Service Plans. In these Plans, each public authority is addressing five key areas for people with disabilities:

- ◆ the extent to which a service needs to be adapted to meet the needs of people with disabilities;
- ◆ the level of access to public buildings and facilities;
- ◆ the accessibility of public information;
- ◆ the level of knowledge and awareness among staff of any specific requirements associated with providing services to people with disabilities; and
- ◆ the extent of access to decision-making and consultation processes and grievance mechanisms.

ACCESS AWARENESS SURVEY

Staff Awareness

The area of staff awareness plays an important part in determining whether or not a service is accessible to people with disabilities. Many of the barriers that people with disabilities experience when trying to access services can be overcome if staff have appropriate knowledge.

The attached survey will be used primarily to assess staff awareness about the communication needs of people with disabilities. The results will assist in identifying training requirements and the findings will be incorporated into our Disability Service Plan.

Completed Surveys

Could you please complete the survey and return it to _____
of _____ by _____

Your response will be treated in strict confidence.

Help Available

If you require further assistance or would like more information, please contact:

Thank you again for your co-operation.

ACCESS AWARENESS SURVEY

AWARENESS OF ACCESS ISSUES

Service: _____

Date: _____

Assessor: _____

Length of Employment and Organisation (Please tick).

0-12 months 1-5 years more than 5 years

1. In your job do you interact with the public (in person, by telephone, correspondence, other)?
- YES** **NO**

If YES, please tick how often.

- ◆ frequently
- ◆ occasionally
- ◆ rarely
- ◆ never

2. Are you aware of your agency's Disability Service Plan?
- YES** **NO**

3. How would you rate your level of understanding of the access requirements of people with various types of disabilities who may have difficulty with:

- | | HIGH | MOD. | LOW |
|--|--------------------------|--------------------------|--------------------------|
| ◆ vision | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ◆ hearing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ◆ mobility | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ◆ expressing themselves | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ◆ understanding information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| ◆ or who may appear, confused or disorientated | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

ACCESS AWARENESS SURVEY

- | | YES | NO |
|--|--------------------------|--------------------------|
| 4. Have you been able to identify any problems that prevent people with disabilities from accessing the service/s you provide? (for example, access to buildings and facilities, information or level of staff awareness). | <input type="checkbox"/> | <input type="checkbox"/> |

If YES, what are they?

- | | | |
|---|--------------------------|--------------------------|
| 5. Do you know if your organisation makes its public information available in alternative formats when requested? | <input type="checkbox"/> | <input type="checkbox"/> |
|---|--------------------------|--------------------------|

If YES, please tick those formats provided.

- | | |
|--|--------------------------|
| ◆ computer disc | <input type="checkbox"/> |
| ◆ audio cassette | <input type="checkbox"/> |
| ◆ large print (18 font) / photocopy enlargements | <input type="checkbox"/> |
| ◆ Braille | <input type="checkbox"/> |

- | | | |
|---|--------------------------|--------------------------|
| 6. Do you know how to provide or arrange for public information to be made available in alternative formats when requested? | <input type="checkbox"/> | <input type="checkbox"/> |
|---|--------------------------|--------------------------|

ACCESS AWARENESS SURVEY

7. Does your agency provide other assistance for customers with disabilities to access its public information? YES
 NO

If yes please tick the assistance provided

direct staff communication

Better Hearing Counter Card

Auslan sign language interpreter

telephone typewriter (TTY)

fax

Email/Internet

audio loop.

other (please list) _____

8. Are you able to communicate information to individuals who have a hearing impairment or are deaf, by:

writing things down?

displaying the Better Hearing Counter Card and speaking clearly?

knowing how to use a telephone typewriter (TTY) or the TTY national relay service?

arranging an audio loop for use at public meetings?

arranging an AUSLAN sign language interpreter at public meetings or on request?

ACCESS AWARENESS SURVEY

Training Needs

9. Have you ever had any training to raise your awareness of the different types of disabilities? **YES** **NO**

10. Have you ever had any training in relation to the access needs of people with disabilities in receiving services from your agency?

When did this take place? last 12 mths 2 years ago 5 years ago

11. Do you think you need more training in:
disability awareness?

access issues for people with disabilities?

12. If YES, what content do you think should be included in the training?

13. How often do you think you should have training? (Please tick your preference).

Annually Every Two Years

Other (Please comment)

14. Do you have any preferences for a particular training format?

If YES please tick those you prefer:

lecture workshop

experiential course

video

Other (please list)

Thank you for your input. It will help us to provide training relevant to your needs.

STAFF ACCESS AWARENESS CHECKLIST

Service: _____

Date: _____

Assessor: _____

Approximately how many staff are involved in providing this service? _____

How many staff participated in this survey? _____

Based on the survey results, please indicate how long the surveyed staff have been with the organisation. (Please use percentages to indicate staff in each category.)

0 - 12 months _____ % 1 - 5 years _____ % more than 5 years _____ %

1. Identify the level of public contact of staff surveyed.

frequent _____ %

occasional _____ %

rare _____ %

never _____ %

Staff Awareness of Access Issues

2. Using the results of the staff survey, what percentage of staff surveyed were aware of your Disability Service Plan? _____%

3. Using percentages from the results of the staff survey, what is the perceived level of understanding among staff of the access requirements of people who may have difficulty with:

	High	Mod.	Low
	%	%	%
vision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
hearing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STAFF ACCESS AWARENESS CHECKLIST

	High %	Mod. %	Low %
expressing themselves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
understanding information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
or who may appear confused or disorientated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What are some of the barriers staff have identified that they believe people with disabilities face when trying to access the service you reviewed? (Please list under the following headings).

Access to Buildings and Facilities

Information

Staff Awareness

- | | |
|---|------------------------------------|
| <p>5. What percentage of staff are aware that your organisation provides its public information in alternative formats on request. List the percentage of staff aware of the following:</p> | <p>AWARE</p> <p>_____ %</p> |
| computer disc | _____ % |
| audio Cassette | _____ % |
| large print (18 font/photocopy enlargements) | _____ % |
| Braille | _____ % |
| 6. What percentage of staff know how to provide or arrange for information to be made available in alternative formats when requested? | <p>_____ %</p> |

STAFF ACCESS AWARENESS CHECKLIST

7. What percentage of staff are aware that your organisation provides other assistance for customers with disabilities to access its public information? _____%

List the percentage of staff aware of the following: _____%

direct staff communication _____%

Better Hearing Counter Card _____%

AUSLAN sign language interpreter _____%

telephone typewriter (TTY) _____%

fax _____%

Email/Internet _____%

Audio Loop. _____%

Other (Please list) _____%

8. What percentage of staff are aware of how to communicate information to individuals who have a hearing impairment or are deaf:

writing things down; _____%

displaying the Better Hearing Counter Card and speaking clearly; _____%

knowing how to use the TTY National Relay Service or a TTY; _____%

arranging an audio loop for use at public meetings; and _____%

arranging an AUSLAN sign language interpreter at public meetings or on request? _____%

STAFF ACCESS AWARENESS CHECKLIST

Staff Training

9. The survey asked whether staff had ever had any training in disability awareness.

What percentage of staff have been involved in this training? _____%

10. The survey asked whether staff had ever had any training in access needs of people with disabilities.

What percentage of staff have been involved in this training? _____%

11. Staff have been asked if they would like further training.

What percentage of staff think they need more training in the following areas?

Disability awareness _____%

Access issues for people with disabilities. _____%

12. Please list suggestions from staff for content of training.

13. What frequency of training did staff prefer?

Annually _____%

Every Two Years _____%

Other (Please list) _____%

14. What training format(s) did staff prefer?

Lecture _____%

Experiential _____%

Video _____%

Workshop _____%

Course _____%

Other (Please list) _____%

STAFF ACCESS AWARENESS CHECKLIST

- | | | |
|--|--------------------------|--------------------------|
| 15. Is a staff member who has had disability awareness training or training on access issues for people with disabilities available to assist other staff if required? | YES | NO |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Is information currently provided to staff on access issues for people with disabilities? | YES | NO |
| Staff bulletins and house magazines? | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff induction and orientation programs? | <input type="checkbox"/> | <input type="checkbox"/> |
| Customer service training programs? | <input type="checkbox"/> | <input type="checkbox"/> |
| Your Disability Service Plan? | <input type="checkbox"/> | <input type="checkbox"/> |

This page has been intentionally left blank.

**PUBLIC PARTICIPATION
CHECKLIST**

PUBLIC PARTICIPATION

Table of Contents

AIM 3.97

EXAMPLES 3.97

REASONS FOR CHECKLIST 3.97

USING THIS CHECKLIST 3.98

PUBLIC PARTICIPATION CHECKLIST 3.99

ISSUES AND ACTIONS.....3.104

This page has been left blank intentionally.

AIM

- ◆ To identify and remove the barriers which prevent people with disabilities from accessing existing grievance mechanisms and from having input into the decision-making, consultative and quality assurance processes which are available to the community.

EXAMPLES

Decision-making, consultation, quality assurance and grievance processes provide opportunities for people to participate in government processes and democratic systems. Examples of these processes include:

- ◆ consultative processes including public meetings, workshops and surveys;
- ◆ decision-making processes including Local and State Government elections, Council meetings and advisory councils/bodies;
- ◆ grievance mechanisms including customer complaints and appeal mechanisms; and
- ◆ quality assurance processes including customer feedback and Customer Service Councils.

REASONS FOR CHECKLIST

Decision making, consultation, grievance and quality assurance processes are often key elements in services offered by public authorities. These processes allow members of the public to have input into the management and operation of the public services they receive. Therefore, it is essential that people with disabilities are given the same opportunities as other members of the public to fully participate in these processes.

USING THIS CHECKLIST

This Public Participation Checklist can be used to consider the accessibility of the following:

- ◆ consultation processes;
- ◆ grievance mechanisms;
- ◆ decision making processes; and
- ◆ quality assurance processes.

If there is difficulty understanding any of the terms, please refer to the Checklist Definitions in Part 4. You may wish to use a separate copy of the checklist to assess each public participation process.

PUBLIC PARTICIPATION CHECKLIST

Service: _____

Position: _____

Date: _____

- | 1. Is there public involvement in the nominated service through the following? (Please tick). | YES | NO |
|---|--------------------------|--------------------------|
| Consultation processes | <input type="checkbox"/> | <input type="checkbox"/> |
| Grievance mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| Decision making processes | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality assurance mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |

2. If YES to any, please describe public involvement:

Consultation Processes

Grievance Mechanisms

Decision-Making Processes

Quality Assurance Processes

PUBLIC PARTICIPATION CHECKLIST

Information about Public Participation

3. Please list written information (eg. pamphlets, newsletters, press releases, minutes of meetings) which is about or is part of the following processes for this service:

Consultation processes

Grievance Mechanisms

Decision Making Processes

Quality Assurance Processes

- | | YES | NO |
|---|--------------------------|--------------------------|
| 4. Is this information produced in a way that is clear and easy to understand? (Refer to Information Checklist) | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Is this information printed so that it is clear and easy to read? (Refer to Information Checklist) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Are people advised that this information can be made available in alternative formats on request eg. large print, computer disc, audio cassette and Braille? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. If yes, how are they advised? | <input type="checkbox"/> | <input type="checkbox"/> |

PUBLIC PARTICIPATION CHECKLIST

8. Are any of the following provided to assist customers with disabilities to access this information? (Please tick).
- | | YES | NO |
|---|--------------------------|--------------------------|
| Direct staff communication | <input type="checkbox"/> | <input type="checkbox"/> |
| Better Hearing Counter Card | <input type="checkbox"/> | <input type="checkbox"/> |
| AUSLAN sign language interpreter | <input type="checkbox"/> | <input type="checkbox"/> |
| Telephone typewriter (TTY)/TTY National Relay Service | <input type="checkbox"/> | <input type="checkbox"/> |
| Fax | <input type="checkbox"/> | <input type="checkbox"/> |
| E-Mail/Internet | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please list): _____ | | |

9. How are people aware of this assistance?
- _____
- _____

Public Participation Events

When arranging venues for public meetings the following questions should be considered to ensure that all members of the public have the opportunity to attend and participate.

For questions 1-7 see Buildings and Facilities Checklist - General Access for Buildings and Facilities sections.

- | | YES | NO | N/A |
|---|--------------------------|--------------------------|--------------------------|
| 1. Do public transport set down areas and carparking adjacent to the facility address the access needs of people with disabilities? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

See Public Transport/Carparking Section

- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| 2. Is there a continuous accessible pathway to the facility? (This includes pathways/ ramps, kerb ramps/crossovers, external stairs and external signage.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|--------------------------|--------------------------|--------------------------|

See External Access Section

PUBLIC PARTICIPATION CHECKLIST

	YES	NO	N/A
3. Is the entrance to the facility accessible to people with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

See Entrances Checklist Section

4. Are the general access requirements of people with disabilities taken into account in the public areas within the facility? (This includes stairs, dining/canteen, internal signage and emergency exits and evacuation.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

See Interiors - General Section

5. If there is a lift in the facility, does it have suitable access for people with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

See Lifts Section

6. Do the toilet facilities cater for the access needs of people with disabilities?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
---	--------------------------	--------------------------	--------------------------

See Toilets Section

7. Are any utilities provided to the public able to be used by people with disabilities? (These utilities include telephone, dining/kiosk, drinking fountains and vending machines.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--	--------------------------	--------------------------	--------------------------

See Utilities Section

8. Have the communication needs of people with disabilities been considered? For example:		YES	NO
audio loop,		<input type="checkbox"/>	<input type="checkbox"/>
Auslan sign language interpreter.		<input type="checkbox"/>	<input type="checkbox"/>

PUBLIC PARTICIPATION CHECKLIST

9. When public participation events are organised what mechanisms are used to advertise this process. (Please tick).

Telephone

Radio announcements

Posted newsletters

Newspaper advertisements

Television advertisements

Other (please list): _____

10. When public participation events are advertised, are people requested to notify relevant staff of any access requirements that they may have so that appropriate arrangements can be made, For example: Auslan sign language interpreter.

YES **NO**

ADAPTING SERVICES
CHECKLIST

ADAPTING SERVICES

Table of Contents

AIM3.107

EXAMPLES3.107

REASONS FOR CHECKLIST3.107

USING THIS CHECKLIST3.108

ADAPTING SERVICES CHECKLIST.....3.109

ISSUES AND ACTIONS.....3.111

This page has been intentionally left blank.

AIM

To assist management to identify whether existing services need to be adapted to meet the needs of people with disabilities, their families and carers.

EXAMPLES

In order to determine whether services need to be adapted, public authorities may wish to consider the following:

- ◆ using regular customer feedback processes to provide opportunities for people with disabilities to comment on the degree to which their access needs are met;
- ◆ ensuring that when formal reviews and evaluations of services are undertaken, feedback is sought from interested parties including staff to assess whether services need to be modified to better meet the access needs of people with disabilities; and
- ◆ providing a contact point within the organisation for people with disabilities, their families and carers to discuss their access issues and needs.

REASONS FOR CHECKLIST

Each service provided by a public authority is unique both in terms of what it delivers and in how it is delivered. Whether it needs to be adapted will depend on the service, the way it is delivered and the people with disabilities, their families and carers who use the service.

Managers may need to change policies, procedures and practices to allow for a more flexible approach in providing services to people with disabilities.

Feedback from people with disabilities, their families and carers, the organisations concerned with disability issues and staff who provide the service will assist when deciding what needs to be changed and how.

The examples above show how feedback can be used to inform the change process.

USING THIS CHECKLIST

The questions in this checklist focus on whether existing services need to be adapted to provide appropriate access. This may be done by considering what processes are in place to provide feedback opportunities for people with disabilities, their families and carers, the organisations that support them and staff within your organisation who may serve them.

It is important to remember that some people do not consider themselves to be a “person with a disability”. However, it may be hard for them to walk, hear and see and therefore use the services provided by your organisation.

It is often more appropriate to focus on the practical difficulties people may be experiencing rather than on the kind of disability they have. Organisations can contact the Disability Services Commission for help when developing questions on access for customer feedback forms, client satisfaction surveys or formal reviews and evaluations.

Feedback should be incorporated into the Issues and Action Sheets of the relevant checklists. For example, if through a customer survey, feedback identifies that there are difficulties with physical access to your service then this should be checked against the assessment undertaken with the Buildings and Facilities Checklist. If however, feedback suggests that changes need to be made to the way the service is delivered and requires a change in procedures, then this should be included in the Action Sheet for this Checklist.

ADAPTING SERVICES CHECKLIST

Service: _____

Date: _____

Assessor: _____

	YES	NO
1. Are opportunities provided for people with disabilities, their families, carers, relevant organisations and staff within your organisation to provide feedback on this service?	<input type="checkbox"/>	<input type="checkbox"/>

2. How are these opportunities provided?

- | | YES | NO |
|--|--------------------------|--------------------------|
| • Through regular customer feedback processes | <input type="checkbox"/> | <input type="checkbox"/> |
| • Client feedback surveys | <input type="checkbox"/> | <input type="checkbox"/> |
| • Formal reviews and evaluations | <input type="checkbox"/> | <input type="checkbox"/> |
| • Complaints mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| • Feedback from and consultation with staff | <input type="checkbox"/> | <input type="checkbox"/> |
| • Public consultation processes | <input type="checkbox"/> | <input type="checkbox"/> |
| • Through contact with the Access Committee or Disability Service Planning Committee within the organisation | <input type="checkbox"/> | <input type="checkbox"/> |
| • Through a contact person within the organisation | <input type="checkbox"/> | <input type="checkbox"/> |
| • Other. | <input type="checkbox"/> | <input type="checkbox"/> |

	YES	NO	N/A
3. Do these feedback processes provide opportunities for people to comment on the following:			
(a) access to buildings and facilities;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(b) access to information that is either about this service or is part of this service;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(c) how well staff have provided this service;	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ADAPTING SERVICES CHECKLIST

- (d) Access to public participation processes (eg, grievance, quality assurance, consultation and decision making processes)?

(Any feedback on changes required for items (a)-(d) should be listed on the *Issues and Actions Sheet* for the relevant access checklists)

- (e) Other aspects of the service that need to be adapted/modified to ensure that people with disabilities can use and benefit from this service?

(Any feedback on changes required for item (e) should be listed in the Issues Column on the *Issues and Actions Sheet* for this checklist.)

4. As a result of feedback on this service do policies, procedures, guidelines or administrative arrangements need to be changed? **NO** **YES**

Please list the changes required under the Action Column of the *Issues and Actions Sheet* for this checklist.

5. If this service is to be contracted out, does the contract governing the provision of this service include a clause requiring the access needs of people with disabilities be met?

This page has been left intentionally blank.

PART 4
APPENDICES

APPENDICES

Table of Contents

APPENDIX A

CHECKLIST DEFINITIONS 4.3

APPENDIX B

**ACCESS PROVISION REQUIREMENTS, LEGISLATION AND
STANDARDS..... 4.7**

APPENDIX C

ACCESS INFORMATION AND CONTACTS 4.13

APPENDIX D

ACKNOWLEDGMENTS 4.23

APPENDIX E

ISSUES AND ACTIONS 4.27

This page has been intentionally left blank.

CHECKLIST DEFINITIONS

- ◆ **Accessible Parking Bay** - A parking bay with a minimum width of 3200mm (3800mm preferred). The bay will be adjacent to the building entrance and be on level ground with a firm surface with no loose particles. Access to adjacent pathways shall be level or via kerb ramps.
- ◆ **Air Lock** - The short passage area between two doors, usually associated with toilets to provide acoustic and odour barriers.
- ◆ **Audio Cassette** - Audio cassette involves voice recordings of written material and is the most widely used alternative format for people with vision impairment.
- ◆ **Audio Loop** - Audio loops consist of an amplifier and long cable which transmits sound from a public address system directly to the hearing aids of people who are positioned inside the loop cable. Audio loops can be transportable and are available for hire or purchase to assist people with a hearing impairment at public events. They can also be permanently built into buildings at the time of construction.
- ◆ **AUSLAN (Australian Sign Language)** - AUSLAN is the standard Australian sign language and is recognised by the Australian Government as a legitimate language with its own linguistic rules, syntax and grammar and is considered to have equal status to other languages. AUSLAN interpreters are available through the WA Deaf Society.
- ◆ **Better Hearing Counter Card** - The counter card is part of the Better Hearing Kit. The card sits on the counter top and requests people with hearing impairments to advise staff of their needs. On the reverse side of the card it suggests staff “face the client, speak clearly, don’t shout - re-phrase and if necessary write it down”.
- ◆ **Better Hearing Kits** - Better Hearing Kits contain information about communicating with people with hearing impairments. They are available from Better Hearing Australia.
- ◆ **Bollard** - A strong wooden or metal post used to prevent motor vehicles driving onto pedestrian areas, to slow cyclists on cycleways and to direct pedestrians around potentially dangerous obstacles.
- ◆ **Braille** - Is the translation of text into raised dots on a page for people with a vision impairment, The number of people in Western Australia who use Braille is decreasing as other technology becomes available. The Association for the Blind is able to convert text to Braille.
- ◆ **Capstan Tap Handle** - A common tap handle comprising four prongs in the shape of a cross (+).

CHECKLIST DEFINITIONS

- ◆ **Captions** - are very useful for people who are deaf or who have a hearing impairment. Captions show the soundtrack of a TV or video program as text on the TV screen.

TV captions are called “closed” captions because they are only visible with the use of a readily available adaption to individual television sets

Video Captions are visible with an ordinary VCR and are called “open” captions, they are superimposed on the picture and no special equipment is necessary to see them.
- ◆ **Circulation Space** - The unobstructed space required to enable a person using a wheelchair to manoeuvre freely around a given point.

Wheelchair circulation space varies according to where it is being used and the size of the wheelchair, for example - the circulation space required for access within a toilet, will differ from the circulation space required for access to a telephone.
- ◆ **Clear Print** - Refers to print that is at least 11 point and uses a font style such as San Serif, Univers, Arial or Helvetica.
- ◆ **Computer Disc** - Documents on computer disk can be used directly by people who have access to a personal computer with a large screen, voice or Braille output. In addition, if practical, information can be placed on-line via the Internet.
- ◆ **Continuous Accessible Path of Travel** - An uninterrupted path of travel to or within a building providing access to all facilities. This will not incorporate any steps, stairs, revolving doorway, escalator, turnstile or other impediment which would prevent it from being safely negotiated by people with disabilities.
- ◆ **Door Width** - The minimum door width for wheelchair access is 850mm
- ◆ **Hob** - The low step around the shower area which prevents water flowing across the room. A hob can vary in height from 5-300mm.
- ◆ **International Symbol of Access** - An internationally recognised symbol consisting of a stylised figure in a wheelchair on a plain square background. The colour of the figure is white on a blue background, with the figure facing right. When used for indicating the direction to a facility, the figure shall face the direction to be indicated.
- ◆ **Kerb Ramp** - An accessway with a length not greater than 1520mm and a slope/gradient not steeper than 1:8, located within a kerb which has a level landing at both the top and bottom of the incline.
- ◆ **Landing** - A surface with a slope/gradient no steeper than 1:40. Usually positioned at the top and bottom of ramps and at regular intervals along the ramp depending on the length and gradient.

CHECKLIST DEFINITIONS

- ◆ **Large Print** - Large print is useful for people who have some vision but cannot read standard size print. Large print is useful for many people and requires minimal equipment to prepare. Large print is generally a print size of 18 points or greater (if possible, items produced specifically for an individual should be in a font size appropriate for that person).
- ◆ **Luminance Contrast** -
- ◆ **Non-Reflective Surface** - Any surface which does not reflect light or produce glare. Materials that produce glare and reflections include chrome, glass, mirrors, metallic finishes and any highly polished surface.
- ◆ **Print Size - Eleven Point** - 11 point refers to the font size of printed text. It is widely accepted that text should be printed in at least 11 point. This benefits all community members and is important as our community is ageing.
- ◆ **Preferred Font Style** – Standards Australia and the Association for the Blind WA recommends a simple and uncluttered font style such as San Serif, Univers, Arial or Helvetica.
- ◆ **Ramp** - An accessway with a slope/gradient steeper than 1:20. The Australian Standards use 1:14 as the maximum slope or gradient suitable for a person in a wheelchair.
- ◆ **Slip-Resistant** - Any surface which provides traction for a wheelchair or a person walking, in both wet and dry situations. For wet locations AS 1428.1 suggests:
 - (i) concrete with abrasive or textured finish;
 - (ii) concrete with exposed aggregate finish;
 - (iii) bituminous concrete;
 - (iv) natural stone with rough finish;
 - (v) paving bricks and special abrasive finish; and
 - (vi) slip-resistant tiles.

For dry locations AS 1428.1 suggests:

- (i) all materials suitable for wet conditions (above);
- (ii) short-piled carpet; and
- (iii) smooth flooring materials without high gloss or slippery finish or which have been suitable treated.
- ◆ **Stair Nosing** - The front edge of the step, along the full length, usually the front 30-50mm.
- ◆ **Stair Riser** - The vertical component of stairs.
- ◆ **Stair Tread** - That part of the step on which we walk.
- ◆ **Tactile Ground Indicator** - A tile with raised projections to indicate either danger or a change in level, or to act as a directional guide to people with visual impairment.
- ◆ **TTYs - Telephone Typewriter (TTY)** - A TTY is essentially a keyboard which plugs into a standard phone outlet. It enables people who are deaf to send or receive messages to and from other people or public authorities who also have a TTY. A TTY service is only useful if the public is made aware of its availability. This can be

CHECKLIST DEFINITIONS

achieved by contacting Telstra and requesting inclusion in the National TTY Directory.

- ◆ **TTY National Relay Service** - The TTY National Relay Service can relay messages from a voice phone user to a deaf or hearing impaired person who uses a TTY. The National Relay Service phone number is 132544.
- ◆ **Turning Circle** - The minimum area required for a standard wheelchair to do a full turn (360 degrees). The minimum area required is a 1500mm diameter circle.

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

Major changes are taking place to ensure that people with disabilities can access buildings and facilities for public use. Information about access provision is contained in a variety of Legislation, Codes, Standards and accompanying advisory notes. The main sources of information in relation to access provision are outlined below.

Western Australian Disability Services Act (1993)

The Western Australian Disability Services Act (1993) includes nine principles applicable to people with disabilities. In summary, these principles state that a person with a disability has the right to be respected for their human worth and dignity and has the same human rights as other community members regardless of the degree and nature of their disability. In particular, each person with a disability has the same rights as other members of the community to:

- ◆ develop their individual physical, social, emotional, intellectual and spiritual capacities;
- ◆ receive services that support the attainment of a reasonable quality of life in a way that least restricts their rights and opportunities and also recognises the role of the family unit;
- ◆ participate in making and implementing the decisions which affect their lives;
- ◆ pursue grievances in relation to services;
- ◆ access appropriate accommodation and employment; and
- ◆ have reasonable expectations of accessing similar services whether living in country or metropolitan areas.

Under Part 5, Section 28 of the Act, State Government agencies and Local Governments are required to develop and implement a disability service plan that will further the principles of the Act. This essentially means ensuring that people with disabilities can access services provided by public authorities in Western Australia. To comply with the Western Australian Disability Services Act (1993), each public authority is required to:

- ◆ have a disability service plan; and
- ◆ report on the implementation of the plan in the agency's annual report.

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

Western Australian Equal Opportunity Act (1984)

The Western Australian Equal Opportunity Act (1984) was amended in 1988 recognising that people with disabilities require and are entitled to the same level of service as is available to other members of the community. The amendment to the Act makes it unlawful for a person to discriminate against any person on the grounds of impairment. Under the legislation, an action is regarded as being discriminatory if a person with an impairment is treated less favourably than others in the same or similar circumstances.

Impairment is defined as any condition existing at birth or from an illness or injury. It includes defects or disturbances in the normal structure or functioning of a person's body or brain, or any illness which impairs a person's thought processes, perceptions of reality, emotions or judgement, or which results in disturbed behaviour. It also includes impairments which existed in the past and no longer exist. If a person believes they have been discriminated against by a public agency because of their impairment, they have the right to complain to the Commissioner of Equal Opportunity in Western Australia.

Commonwealth Disability Discrimination Act (1992)

The Disability Discrimination Act (1992)(DDA) is a Commonwealth Act which seeks to provide uniform protection against discrimination based on disability for everyone in Australia. Section 31 of the Act also provides for the formulation of "disability standards" in relation to public transport, education, accommodation, employment and Commonwealth programs. Once a standard has been approved it has the force of law. Under the Act discrimination in the areas of employment, education, access to premises, accommodation, buying or selling land, activities of clubs and incorporated associations, sport, administration of Commonwealth laws and programs and the provision of goods and services is unlawful. A person who believes they have suffered discrimination may make a complaint to the Human Rights and Equal Opportunity Commission (HREOC). HREOC complaint decisions can be accessed on the web page hreoc.gov.au/disability_rights/decisions/html

While it is not compulsory, public authorities can choose to prepare and implement action plans under Section 60 of the DDA (1992). A disability service plan may also qualify as an action plan under the Commonwealth legislation. Lodging an action plan can help public authorities if complaints alleging discrimination on the basis of disability are made to HREOC.

Heritage Buildings and the Disability Discrimination Act

The report *Access to Heritage Buildings for People with Disabilities* states "The view of the Human Rights and Equal opportunity Commission is 'that the Disability Discrimination Act 1992 will override commonwealth/state/territory heritage legislation in the event of any inconsistencies'"

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

The report concludes that there is ample scope for the DDA and the Australian Heritage Commission Act (1995) each to operate without conflict and gives many practical case studies of how this can occur.

Copies of the publication are available for no charge from the Author Eric Martin on websites www.emaa.com.au or from the Australian Heritage Commission website www.environment.gov.au/heritage

Advisory Notes on Access to Premises and the DDA

The Human Rights and Equal Opportunity Commission have released *Advisory Notes on Access to Premises*. While these advisory notes are not legally binding, they have been prepared by the Commissioner to assist people to understand their existing responsibilities and rights under the DDA. The Advisory Notes are available from the HREOC website www.gov.au/disability

Australian Standards and Building Code of Australia

The three documents relating to the mandatory provision of environmental access are the Building Code of Australia (BCA) and Australian Standards AS 1428 Part 1 and Part 4 which are called up in the BCA. Currently, the mandatory access requirements in the BCA are not consistent with those of the DDA. The access requirements of both the Australian Standards on Access and the BCA are currently being reviewed so that they are consistent with the legislative requirements contained within recent legislation, particularly the DDA (1992).

Until these reviews are completed, it is strongly recommended that the developers of buildings and facilities consult the Human Rights and Equal Opportunity Commission's "Advisory Notes on Access to Premises" as well as the BCA. These documents reference the Australian Standards on Access. These are listed below.

AS1428.1-2009 General requirements for access – New Building Works

This Standard outlines building requirements designed to permit general use of buildings and facilities by people with disabilities acting independently, or in the company of an assistant where a person's usual method of operation is with an assistant. It also specifies design requirements for doorways, access pathways, circulation spaces and fitments in particular.

This Standard is referenced in the BCA as providing the minimum requirements for access for specified classes of buildings.

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

AS1428.1 Supplement 1-1990 General requirements for access - buildings - commentary

This Standard explains how the dimensional details required in AS 1428 were formulated and is to be updated by 2011.

AS 1428.2-1992 Enhanced and additional requirements - buildings and facilities

This Standard has recently been merged into AS1428.1 – 2009, but has sections remaining that relate to fixtures, fittings and fitments. It is to be expanded and developed as a new AS1428.2 – Fixtures, fittings & fitments by the end of 2011.

AS 1428.3-1992 Requirements for children and adolescents with physical disabilities

This Standard sets out requirements for the design of buildings and facilities suitable for access by children and adolescents with physical disabilities in the age range 3 to 18.

AS 1428.4.1-2009 Tactile ground surface indicators for the orientation of people with vision impairment

This specifies requirements for tactile ground surface indicators or pavers which are designed to give warning of hazards and directional information to pedestrians who are blind or who have impaired vision. It is intended for use on ground, road or floor surfaces.

AS 1735.7-1988 Stairway lifts

This Standard specifies requirements for power stairway lifts intended for independent use by persons with limited mobility. The lift consists of a carriage, incorporating a platform, or a chair, or both, for raising or lowering persons along stairways.

AS 1735.12-1999 Lifts, escalators and moving walks Part 12. Facilities for people with disabilities

This Standard intended to apply to specific lifts that a building authority has allocated for use by persons with disabilities, and has provided facilities for such use. It is complementary to AS1428.1 and AS1735.3.

AS 3769-1990 Automatic teller machines (ATMs) - user access

This Standard contains recommendations for ATM design and installation, facilitating unobstructed access to a level, adequately sized, well lit area in front of an ATM. It also suggests the provision of certain features on the user-interface of the ATM which are within reach and operable by the greatest possible number of users.

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

AS 2890.6 (2009) Off-street parking for people with disabilities

This Standard sets out minimum requirements for design and layout of off-street parking for people with disabilities.

ACCESS PROVISION REQUIREMENTS LEGISLATION, CODES & STANDARDS

This page has been intentionally left blank.

ACCESS INFORMATION AND CONTACTS

Human Rights Australia Commission

For copies of the Advisory Notes on Access to Premises

Contact Human Rights Australia Commission
(Address)
Website: www.humanrights.gov.au/disability_rights/standards/Access_to_premises/premises_advisory.html

Building Code of Australia

For more information on the Building Code of Australia.

Contact: The Building Section, Department of Local Government
13th Floor, May Holman Centre,
32 St Georges Terrace, Perth, WA 6000
Ph: (08) 9222 0511
Fax: (08) 9221 2715

Australian Standards on Access

Australian Standards on access have been developed through extensive consultation with people with various disabilities and other key stakeholders.

Available for purchase from:

Standards Australia
165 Adelaide Terrace, East Perth WA 6004
Ph: (08) 9221 6700
Fax: (08) 9221 6194
Website: www.standards.com.au
Sales.wa@standards.com.au

For reference contact:

The Building Section, Department of Local Government
13th Floor, May Holman Centre,
32 St Georges Terrace, Perth, WA 6000
Ph: (08) 9222 0511
Fax: (08) 9221 2715
Email info@dlg.wa.gov.au

For specific information concerning interpretation of the Standards

Contact: Office of Standards Australia
Project Manager, ME/64 Committee
20 Bridge St Sydney, NSW 2000
Ph: (02) 8206 6000
Fax: (02) 8206 6001

ACCESS INFORMATION AND CONTACTS

Information about accessible fittings, fixtures, furniture, equipment and aids.

Contact Independent Living Centre
3 Lemnos Street
Shenton Park, WA 6008
Ph: (08) 9382 2011
Fax: (08) 9382 2896
Website www.ilc.com.au

Parking Program

Contact: ACROD Limited (WA Division)
Unit 1, 59 Walters Drive, Osborne Park WA 6017
Ph: (08) 9242 5544
Fax: (08) 9242 5044
TTY: (08) 9242 3800

ACROD works on behalf of and with non-government organisations which provide services to people with disabilities, facilitating service development and improvement. Through its Parking Program ACROD administers, promotes and develops easy access parking throughout Western Australia.

Information in Plain English

Everyone benefits from documents that are clearly written, particularly people with disabilities. One useful book on this topic is "Writing in Plain English" by Robert Eagleson.

Available: Australian Government Info Shop
Albert Facey House
469 Wellington Street, Perth, WA 6000.
Ph: (08) 9322 4737
Fax: (08) 9481 4412

Information and Advice on Access for People Who are Blind or Have a Vision Impairment

The Association for the Blind of WA (Inc) produces information, advice and support concerning the provision of access for people with vision impairment.

Alternative formats. The Association can be contacted for assistance in producing written information in alternative formats such as large print, computer disc, audio tape or Braille.

Contact: Association for the Blind of WA (Inc)
16 Sunbury Road, Victoria Park, WA 6100.
Ph: (08) 9311 8202
Fax: (08) 9361 8696

ACCESS INFORMATION AND CONTACTS

Information and Advice on Access for People who are Deaf or have a Hearing Impairment

The WA Deaf Society provides information, advice and support concerning the provision of access for people who are deaf or who have a hearing impairment.

Australian Sign Language (Auslan) - Auslan interpreters are available through the Society.

Telephone Typewriters (TTY) - The Society can be contacted for information about TTYs.

Contact: The Western Australian Deaf Society Inc.
16 Brentham Street, Leederville, WA 6007
Ph: (08) 9443 2677
Fax: (08) 9444 3592
TTY (08) 9443 1960

Audio Loops –for purchase

An audio loop consists of an amplifier and long cable which transmits sound from a public address system directly to the hearing aids of people who are positioned inside the loop cable. Audio loops are available for hire or purchase to assist people with a hearing impairment at public events.

Contact: WA Electronics
Shop 12/232 Guildford Road, Maylands, WA 6005
Ph: (08) 9271 2883
Fax: (08) 9271 4191

Better Hearing Kits & Audio Loops for hire

Better Hearing Kits contain information about communicating with people with hearing impairments.

Contact: Better Hearing Australia
29 West Parade, Perth WA 6000.
Ph: (08) 9328 7938
Fax: (08) 9328 7550
TTY: (08) 9328 7938

ACCESS INFORMATION AND CONTACTS

TTY National Relay Service

This 24 hour service is provided through the Australian Communication Exchange (ACE) and involves relaying messages from a voice phone user to a deaf or hearing impaired person who uses a telephone typewriter (TTY).

Contact: Australian Communication Exchange
Ph: 132 544
Freecall: (09) 443 1960

Captioning

The Australian Caption Centre can be contacted for assistance in captioning videos or films.

Contact: The Australian Caption Centre
Level 4, 187 Thomas Street, Haymarket, NSW
Ph: (02) 212 5277
Fax: (02) 281 2198
TTY: (02) 212 3129

Contact: Supertext Caption Centre
Ground Floor, 144 Northwood Street, West Leederville WA 6007
Ph: (08) 9388 4730
Fax: (08) 9388 4733
TTY: (08) 9388 4732

ACCESS INFORMATION AND CONTACTS

These organisations have indicated that they can be contacted for information regarding access issues.

ACROD Limited (WA Division) Unit 1, 59 Walters Drive Osborne Park WA 6016	Ph: Fax TTY	(08) 9242 5544 (08) 9242 5044 (08) 9242 3800
---	-------------------	--

Association for the Blind WA 16 Sunbury Road Victoria Park WA 6100	Ph: Fax	(08) 9311 8202 (08) 9361 8696
--	------------	----------------------------------

Better Hearing Australia (WA Branch) Inc 29 Railway Parade East Perth WA 6004	Ph: Fax	(08) 9328 7938 (08) 9328 7550
---	------------	----------------------------------

Developmental Disability Council 2 Delhi Street West Perth WA 6005	Ph: Fax	(08) 9420 7203 (08) 9420 7215
--	------------	----------------------------------

Ethnic Disability Advocacy Centre Suite 3, Ground Floor, 14-16 Victoria Street Perth WA 6000	Ph: Fax:	(08) 9221 9921 (08) 9221 9920
--	-------------	----------------------------------

Independent Living Centre 3 Lemnos Street Shenton Park WA 6008	Ph: Fax	(08) 9382 2011 (08) 9382 2896
--	------------	----------------------------------

People With Disabilities (WA) Inc 37 Hampden Road Nedlands WA 6009	Ph: TTY Fax	(08) 9386 6477 (08) 9386 6451 (08) 9386 6705
--	-------------------	--

Royal WA Institute for the Blind 134 Whatley Crescent Maylands WA 6051	Ph/TTY Fax	(08) 9272 1122 (08) 9272 6600
--	---------------	----------------------------------

WA Deaf Society Inc 16 Brentham Street Leederville WA 6007	Ph: TTY: Fax	(08) 9443 2677 (08) 9443 1960 (08) 9444 3592
--	--------------------	--

Western Australian Association of Mental Health 2 Nicholson Road Subiaco	Ph: Fax:	(08) 9381 1986 (08) 9388 2036
--	-------------	----------------------------------

ACCESS INFORMATION AND CONTACTS

DISABILITY SERVICES COMMISSION RESOURCES

You Can Make a Difference to Customer Relations for People with Disabilities in Local Governments and State Government Agencies (2000)

This training package has been developed to assist State Government agencies and Local Governments improve customer service for people with disabilities. It includes:

- a 15 minute video;
- interactive CD Rom;
- facilitators guide; and
- Power Point presentation.

The training package can be delivered within two to four hours and consists of five modules: quality customer service; an introduction to customers with disabilities; disability legislation and legal requirements; communication with customers with disabilities and customer service tips for people with different abilities.

This national resource is endorsed by the Western Australian Municipal Association and sponsored by the Lotteries Commission of WA.

A similar package, *You Can Make a Difference to Customer Relations for People with Disabilities in the Hospitality, Tourism, Retail and Entertainment Industries*, has also been developed for the private sector.

To purchase a copy of the resource

The State and Local Government training package costs \$65.00 and is available from the Disability Services Commission. To obtain an order form, contact the Access Improvement Branch on telephone 9426 9384.

This package supports the following disability service plan outcome(s):

Outcome 4: Advice and services are delivered by staff who are aware of, and understand the needs of, customers with disabilities.

Introducing: *Buildings – A Guide to Access Requirements* (2001)

This brochure provides an overview of legislative and other requirements that support the design and development of buildings and facilities that are accessible to people with disabilities. It also introduces the new kit: *Buildings – A Guide to Access Requirements*.

Buildings: A Guide to Access Requirements

This information kit has been developed to assist anyone with an interest in planning, designing, developing, managing, regulating or operating buildings and facilities that are accessible to people with disabilities.

ACCESS INFORMATION AND CONTACTS

It includes information about:

- disability in Western Australia;
- designing access for people of all ages and abilities;
- access codes, standards and relevant legislation;
- the Human Rights and Equal Opportunity Commission Advisory Notes on Access to Premises;
- stages when builders and developers should plan for access;
- building and facilities access checklists; and
- contacts for further information.

The package is a joint initiative of the Disability Services Commission and the Department of Local Government, with support from a range of peak industry and disability agencies.

This package supports the following disability service plan outcome(s):

Outcome one: Existing services are adapted to meet the needs of people with disabilities

Outcome two: Access to buildings and facilities is improved.

Creating Accessible Events

This booklet has been developed to assist public relations managers, function coordinators and anyone coordinating events to ensure they are accessible to people with disabilities.

It includes a range of accessible event checklists for venues; invitations and promotional materials; entrances to venues; accessible parking; and guidelines for different types of functions. It also includes useful contacts for further information, equipment and other resources.

This booklet supports the following disability service plan outcome(s):

Outcome three: Information about services is provided in formats that meet the communication requirements of people with disabilities.

Outcome five: Opportunities are provided for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes.

Access Improvement: Have Your Say! (1999)

This brochure has been produced to support people with disabilities, their families, friends and carers in supporting State Government agencies and Local Governments in Creating Accessible Communities. It provides a step-by-step guide and feedback form to either encourage the removal of access barriers or acknowledge access improvements made by public sector agencies.

ACCESS INFORMATION AND CONTACTS

This brochure supports the following disability service plan outcome(s):

Outcome one: Existing functions, facilities and services are adapted to meet the needs of people with disabilities.

Outcome five: Opportunities for people with disabilities to participate in public consultations, grievance mechanisms and decision-making processes are provided.

Disability Service Plans - Resource Manual for Local Government (1995)

This manual provides information to assist Local Governments to develop Disability Service Plans. The manual was a joint initiative of the Western Australian Municipal Association, the Institute of Municipal Management and the Disability Services Commission.

The manual provides comprehensive information about why disability service plans are important and the key access outcomes for people with disabilities. It also provides a step-by-step guide to the disability service plan process and model plans for country and metropolitan councils.

Some of the information in this manual has been updated since publication, such as statistics about people with disabilities in WA, access legislation, codes and standards and information about disability service plan reporting requirements. Updated information about these issues can be obtained from the Disability Services Commission, telephone (08) 9426 9384.

This manual supports ALL Disability Service Plan outcomes.

Disability Service Plans – Resource Manual for State Public Authorities (1995)

This manual provides information to assist State Government agencies to develop disability service plans. It is similar to that produced for Local Government, but provides practical examples and information relevant to State Government.

Some of the information in this manual has also been updated since publication, such as statistics about people with disabilities in WA, access legislation, codes and standards and information about disability service plan reporting requirements. Updated information about these issues can be obtained from the Disability Services Commission, telephone (08) 9426 9384.

This manual supports ALL disability service plan outcomes

ACCESS INFORMATION AND CONTACTS

Getting There – Access Awareness Package (1994)

This package contains a 15-minute video that identifies some of the common barriers that people with disabilities face in their day-to-day lives. It also provides practical examples of steps undertaken to improve access to information, services and facilities.

The video is available for purchase from the Disability Services Commission at a cost of \$25.00.

This manual supports ALL disability service plan outcomes.

Disability Services Commission contact details:

**Disability Services Commission
PO Box 441
WEST PERTH WA 6872**

**Telephone: (08) 9426 9384
Facsimile: (08) 9481 5223
TTY: (08) 9426 9315
Country: 1800 998 214
Email: access@dsc.wa.gov.au
Web address: www.dsc.wa.gov.au**

ACCESS INFORMATION AND CONTACTS

This page has been left intentionally blank.

ACKNOWLEDGMENTS – ARK DEVELOPMENT

ARK update May 2010.....

ARK UPDATE April 2001.

The Disability Services Commission wishes to thank all those who contributed to the updating of the Kit, April 2001, including:

- Mr Murray Mountain, Chair of Standards Australia Technical Committee on Access ME 64 and Director, Access Design Solutions, Victoria.
- W3C for permission to include their accessibility checklist and other information on website design.
- Staff from the Commission, officers from the Access Improvement Branch, Pip Daly Smith and Mark Hutson, and administrative support staff member, Irma Schneckner.

ARK DEVELOPMENT 1996

This development and production of this Kit was managed by the Access Resource Kit Steering Committee:

Noela Taylor	Disability Services Commission (Chair)
Steve Moore	ACROD WA, Access and Mobility Subcommittee
Wayne Schmidt	ACROD, WA Access and Mobility Subcommittee
Silvia Rossi	Independent Living Centre
Pip Daly Smith	Disability Services Commission
Mark Hutson	Disability Services Commission

Project Consultants: ERM Mitchell McCotter and Margaret Bryan, Occupational Therapist.

The Disability Services Commission wishes to thank all those who contributed to the development of the Access Resource Kit including:

- Members of ACROD Limited (WA Division);
- Staff from State and Local Government agencies and people with disabilities who participated in the project’s various focus groups, see following list;
- Sean Perse, Architect, Ian Townson, Building Surveyor and Helen McAuley, ACROD National;
- Staff from the Commission - officers from the Access Improvement Branch (Judith Chernysh, Erin Keleher and Carolyn Ngan) and administrative support staff (Dana Bensky, Sally Gilmour and Brenda Pilton); and
- Standards Australia for permission to reproduce information contained in Australian Standards on Access.

ACKNOWLEDGMENTS – ARK DEVELOPMENT

Focus Group Participants

Sue Cannell	Cerebral Palsy Association of WA Ltd
Mary Cliff	Better Hearing Australia WA Branch Inc
Yvonne Coombs	Library Information Service of WA
Glyn Davies	Headwest - (Head Injured Society of WA Inc)
Rod Duff	Spina Bifida Association of WA Inc
Lyn Farley	Cerebral Palsy Association of WA Ltd
Alma Fernihough	Advisory Council on Disability Services
Patricia Finucane	Quadriplegic Centre
Karen Hendry	WA Deaf Society Inc
Sheila Hittich	Better Hearing Australia WA Branch Inc
Linda Holt	Spina Bifida Association of WA Inc
Debbie Karasinski	Multiple Sclerosis Society of WA Inc and DSC Board
Patricia Levitzke	WA Deaf Society Inc
Michelle McCormack	WA Deaf Society Inc
Jeanne May	Quadriplegic Centre
Silvia Myer	ACTIV Foundation Inc
Coralie Oddie	Royal WA Institute for the Blind Inc
Sean Perse	Building Management Authority
Jean Rickard	ACROD
Ilse Smith	Paraplegic Quadriplegic Association of WA Inc
Carol Solosy	Association for the Blind of WA Inc
Keith Taylor	Cerebral Palsy Association of WA Ltd
Rosalie Taylor	Cerebral Palsy Association of WA Ltd
Ian Townson	City of Armadale

Organisations that attended workshops, were consulted or provided information

ACROD Ltd - WA Division
ACROD Ltd - National Office
ACTIV Foundation Inc
Advisory Council on Disability Services
Association for Relatives and Friends of the Mentally Ill Inc
Arthritis Foundation of WA Inc
Association for the Blind of WA Inc
Better Hearing Australia WA Branch Inc
Bunbury Port Authority
Cerebral Palsy Association of WA Inc
City of Armadale
City of Geraldton
City of Melville
City of Perth
City of Wanneroo

ACKNOWLEDGMENTS – ARK DEVELOPMENT

Department of Conservation and Land Management
Department of Family and Children's Services (Perth and Derby)
Department of Transport
Developmental Disability Council of WA
Disabled Living Foundation, London, England
Education Department of WA
Ethnic Disability Advocacy Centre
Gascoyne Development Commission
Headwest (Head Injured Society of WA Inc)
Health Department of WA
Hedland College
Homeswest (Perth and Bunbury)
Independent Living Centre Inc (WA) (ACT) (NSW)
Kalgoorlie Regional Hospital
Kings Park Board
Library Information Services of WA
Lotteries Commission
Main Roads Western Australia
Ministry for Justice
Ministry for Planning
Ministry for Sport and Recreation
Multiple Sclerosis Society of WA Inc
Paraplegic Quadriplegic Association of WA Inc
People with Disabilities WA Inc
Quadriplegic Centre
Rocky Bay Inc
Royal WA Institute for the Blind Inc
Shire of Albany
Shire of Augusta-Margaret River
Shire of Chittering
Shire of East Pilbara
Shire of Leonora
Shire of Mt Marshall
Shire of Mundaring
Shire of Roebourne
Shire of Swan
Shire of Wagin
Sir Charles Gairdner Hospital
Spina Bifida Association of WA Inc
TAFE - South East Metropolitan College
Town of Albany
Town of Cottesloe
Town of Kwinana
Western Australian Deaf Society Inc
Western Australian Tourism Commission
Western Australian Police Service
WorkCover

ACKNOWLEDGMENTS – ARK DEVELOPMENT

This page has been intentionally left blank.

ISSUES AND ACTIONS

Invitation to Comment on Kit Contents

The Disability Services Commission will be updating this Kit periodically to ensure that the contents remain relevant to the implementation of Disability Service Plans.

Your feedback concerning the contents of this Kit is welcomed for consideration when it is being updated. The following comment sheet can be used at any time.

We value your feedback and would be particularly interested in:

- ◆ comments on the format of the Kit;
- ◆ any difficulties experienced in using the Kit; and
- ◆ suggestions for improvements to the Kit.

Comment Sheet

Please write any comments you may have on the Access Resource Kit in the space provided. Please attached additional pages if necessary. Please return comment sheets to :

Access Improvement Branch
Disability Services Commission
146-160 Colin Street
WEST PERTH WA 6005

Phone: (08) 9426 9384
Facsimile: (08) 9481 5223
TTY: (08) 9481 9315
