



State Government Access Guidelines for Information, Services and Facilities

A guide to assist government meet legislative requirements
and support everyone to create an accessible
and inclusive Western Australia.

These guidelines were originally developed in 2003

Updated April 2006, November 2008, March 2009, February 2012.

The guidelines are available for people with disabilities in alternative formats such as audio tape, large print and Braille on request to the Commission, and in electronic format from the Commission's website [**www.disability.wa.gov.au**](http://www.disability.wa.gov.au).

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Disability Services Commission.

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1. Introduction to the guidelines

These guidelines will assist State Government agencies fulfil their social and legislative responsibilities by ensuring people with disability can access their services and events.

The legislative requirements of the Commonwealth Disability Discrimination Act (1992) (DDA), the State Equal Opportunity Act (1984) (EOA) and the Disability Access and Inclusion Plan requirements of the State Disability Services Act (1993) (DSA) are addressed in the guidelines. These guidelines are given authority by Premier's Circular 2003/08 and adherence to the guidelines is required to assist public authorities meet their requirements under the DDA, EOA and DSA, and progress State Government policy.

The guidelines contain practical information for those responsible for directly providing, or purchasing information, services and facilities to ensure that they are accessible. Further information sources are identified within the text and in Appendices 1 and 2.

Existing State Government requirements are referenced within the guidelines. In addition, a number of publications are relevant to those involved with the purchasing process including:

- Delivering Community Services in Partnership General Provisions for the Purchase of Community Services By Public Authorities
- A guide to Disability Access and Inclusion Plans for State Government contract managers, and
- A guide to Disability Access and Inclusion Plans for State Government contractors.

It is recommended that staff be made aware of these guidelines by posting them on agency Intranet and Internet web pages.

People with disability in the community

The Australian Bureau of Statistics' Survey of Disability, Ageing and Carers 2003, showed that 405,500 Western Australians (20.6 per cent) reported having a disability.

While the onset of disability may occur at any age, the likelihood of having a disability increases as people get older. For example, almost five per cent of the population under five years has a disability compared to almost 50 per cent of Western Australians over 60 years of age. The Disability Services Commission estimates that the total number of people with disability will increase by 48.7 per cent by the year 2026, largely as a result of the ageing population.

People with disability consistently report that they do not have the same opportunities as others to participate in community life. They face daily barriers such as being unable to hear what is said, see print, climb stairs or understand signage.

Most barriers experienced by people with disability in relation to information, services and facilities can be avoided through informed planning and management and frequently at little or no additional cost.

Good access and inclusion also benefits other members of the community including the family, friends and carers of people with disability, parents with prams, seniors and people with a temporary disability through accident or illness.

Legislation

State and Commonwealth legislation recognises that people with disability should have the same opportunities as others to join in all aspects of community life, including access to premises. The DSA and the DDA are particularly relevant in providing instruction for such inclusion.

The DSA requires State and Local Government to have a Disability Access and Inclusion Plan and to report on the implementation of their plan's access initiatives to the Disability Services Commission and in their annual report.

The DDA aims to provide uniform protection against discrimination for all people with disability in Australia. The DDA requires that people with disability be able to access any building that the public is entitled to enter and use, and have access to any services and facilities provided in those buildings. The DDA applies to all levels of government and the private sector.

The DDA allows individuals to complain to the Australian Human Rights Commission if they consider that they have been discriminated against because of their disability. In certain situations a defence of unjustifiable hardship is provided for in the Act. The DDA allows an agency to develop and lodge an action plan that demonstrates the agency's commitment to accessibility and it may assist an agency if a disability discrimination action is brought against it.

Under the DDA, Disability Standards can be established to specify rights and responsibilities about equal access and opportunity for people with disability, in more detail and with more certainty than outlined under the DDA. Standards have been established in relation to employment, education, public transport services, access to premises, accommodation and the administration of Commonwealth laws and programs.

National and international frameworks

The National Disability Strategy provides a high-level policy framework to guide more cohesive activity across mainstream and disability specific areas of public policy and was endorsed by the Council of Australian Governments on 13 February 2011. The Strategy provides national leadership towards better inclusion in public policy and covers six policy areas:

- inclusive and accessible communities
- rights protection, justice and legislation
- economic security
- personal and community support
- learning and life skills, and
- health and wellbeing.

Australia ratified the United Nations Convention on the Rights of Persons with Disabilities on 18 July 2008. The international Convention aims to ensure that people with disability have the same rights as others in the community. There are 33 articles in the Convention covering elements including:

- equality and non-discrimination
- accessibility
- equal recognition before the law
- participation in cultural life, recreation, leisure and sport, and
- work and employment.

2. Accessible information

People with disability 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 and disability that affects the ability to learn or process information (such as intellectual disability and cognitive disability).

Many communication difficulties are avoidable by providing people with a range of communication options so they can use the one that best suits their needs. More detail on information provision is available in an Information Checklist developed by the Disability Services Commission (see Appendix 1).

Printed information

It is recommended that printed information is made clear and easy to understand by:

- using plain English, short sentences, clear headings, no jargon and using pictures or diagrams where appropriate
- using a minimum font size of 12 point, and where possible 14 point or larger on brochures and advertising
- using a plain sans serif font such as Arial, Helvetica or Univers
- left aligning text
- presenting uncluttered text with no background graphics, patterns and watermarks behind the text
- displaying important information in bold and larger print
- avoiding the use of upper case only (block capitals), as this is more difficult to read
- avoiding underlining
- using a minimum of italics and hyphenation
- using good colour contrast between the text and background and avoid combining red and green colours in lettering. Poor contrast is difficult to read for people who are blind, have a vision impairment or are colour blind. Free colour contrast analysing software is available from www.visionaustralia.org.au, and
- printing on matt, non-reflective paper.

PowerPoint presentations

It is recommended that PowerPoint presentations are made clear and easy to understand by:

- following the above principles for printed information, and
- using a minimum of 24 point font size in Arial or Helvetica.

Internet and intranet accessibility

Creating accessible web content reduces the barriers faced by many people who try to access information and services on the internet. These include people with disability, people in rural and remote areas who have slower internet connections and people using alternative technologies to a computer, such as mobile phones to access web sites.

The website accessibility requirement for State Government websites is set out in the Public Sector Commissioner's Circular 2011-03 (Website Accessibility) and the associated Website Accessibility Policy.

The policy requires State Government web content to be accessible for as many people as possible, including people with disability, people living in remote locations and people using alternative technologies such as mobile phones.

The policy applies to public facing websites, intranet and extranets. All websites within this scope are to be compliant with the Web Content Accessibility Guideline (WCAG) Version 2.0 Level A (minimum) or Level AA (preferred) by 31 December 2013.

The requirement introduced on 1 July 2010 for new and redeveloped websites to be compliant with WCAG Version 2.0 Level A (minimum), continues under this policy. Where agencies have created or redeveloped websites since 1 July 2010 that do not meet this accessibility requirement, then these websites will need to meet the requirement by, at the latest, 31 December 2013.

These accessibility requirements are based on the internationally recognised Web Content Accessibility Guidelines developed by the World Wide Web Consortium (W3C). The W3C Guidelines provide a series of checkpoints that can be used to ensure that web sites are accessible. Each checkpoint has a priority level assigned by the W3C Working Group based on the checkpoint's impact on accessibility.

State Government agencies must also comply with Public Sector Commissioner's Circular 2009-02, Website Governance Framework, which ensures a consistent approach to the development and management of State Government websites. The Framework assists agencies to deliver user-friendly information and services that are aligned to the needs of citizens and business, and ensures that websites project a more unified, positive image of the State Government and the services it provides.

The Website Standards and Guidelines suite of documents form part of the Website Governance Framework. Agencies need to comply with the following documents:

- Website Principles
- Website Standards: Common Website Elements v1.2
- Guidelines for State Government Websites
- Self-assessment Website Standards Checklist: Common Website Elements, and
- Self-assessment Website Guidelines Checklist.

These documents, the Public Sector Commissioner's Circulars and the Website Accessibility Policy are all available from the Public Sector Commissioner's website www.publicsector.wa.gov.au or by email wgf@psc.wa.gov.au.

The Australian Human Rights Commission has developed the 'World Wide Web Access: Disability Discrimination Act Advisory Notes – Version 4.0' to provide information about accessibility and legal issues. The Advisory Notes outline how web design can minimise the possibility of disability discrimination while retaining the rich and diverse communications that the web and web-based technologies can offer. This new version (version 4.0) includes specific advice about a transition to WCAG Version 2.0 and provides important guidance on a range of elements including accessibility considerations for the Portable Document Format (PDF). Further information is available at http://www.hreoc.gov.au/disability_rights/standards/www_3/www_3.html

Signage

All external and internal signage should be positioned to be clearly visible to people with disability, in accordance with the Building Code of Australia (BCA), Australian Standards, AS 1428.1 and AS1428.2. International symbols, maps and other graphics may be useful. Australian Standard, AS 2899.1, Public Information, Symbols and Signs is also relevant.

Better Hearing signs on public counters

These stand-up counter cards contain information for staff about communicating with people with hearing impairments. It is recommended that they be placed on all public counters. Better Hearing Kits are available from Better Hearing Australia, WA (see Appendix 2).

Captioning TV advertisements, videos and DVDs

Captioning of government TV commercials and videos became a requirement under Premier's Circular number 19/01, issued on 24 September 2001. These guidelines now supersede Circular 19/01 and include a requirement for captioning DVDs as outlined below.

To provide equity of access to government public information for those members of the community with a hearing impairment, captions must be provided on all government TV advertising, videos and DVDs.

The following requirements are to be met in relation to government TV commercials, videos and DVDs:

- Closed captions must be provided on all government TV advertising including commercials, sponsorships, community service announcements and billboards, and
- Open captions must be provided on all government videos and DVDs when they are:
 - being shown in a government office, at an exhibition or trade show, or as part of a public display;
 - given, lent, sold or hired; or
 - used for training (including community education).

Sponsorships, billboards and community service announcements are commonly used terminology in the media industry and represent different forms of electronic commercials. The word billboard, in this context, is a form of sponsored commercial that appears on TV.

This requirement also applies to video and DVD materials provided online.

Explanatory note:

Closed captions are used for TV programs. They are called closed because you need teletext equipment to see them. Open captions are used for DVDs. They are called open because they are always on screen and do not need any special equipment to see them.

Providing information in formats that meet the communication requirements of people with disability

Information in alternative formats should be provided on request from a person with disability. Information can usually be provided in alternative formats for little or no additional cost to the provider (See Appendix 2).

The most appropriate alternative format can vary according to an individual's specific communication requirements and may include:

- the internet
- email
- computer disk
- audio cassette
- large print text
- 990RPH Information Radio
- audio loops (with appropriate signage) that are fitted for public meetings and events where public address systems are used
- captioning of any videos or films, including advertisements, produced by the organisation
- AUSLAN (Australian sign language) interpreting service
- a Telephone Typewriter (TTY) or the ACE captioned telephone interpreting service, and
- Braille, if requested.

State Government agencies should publicise that their information is available in alternative formats on request from a person with disability on:

- documents with a statement that reads, "This publication is available in alternative formats, on request from a person with disability", or words to that effect, and
- to the community, through initiatives such as:
 - newsletters / publications
 - community newspapers
 - Information Radio
 - TV announcements with captions for people with a hearing impairment
 - notices where public documents are displayed in libraries and other facilities, and
 - informing disability service sector organisations.

3. Accessible services

People with disability frequently report experiencing difficulty in their contact with staff of government agencies. Barriers faced can be physical, attitudinal and procedural.

Staff awareness of these barriers in the delivery of services is the most important factor in creating accessible and inclusive services. Disability awareness should be an integral part of awareness training programs for all staff, but especially direct service or advisory staff such as counter staff, receptionists, policy officers, management, transport drivers, police officers, educational staff, librarians, hospital staff and park rangers.

Staff awareness

Awareness training should inform staff about barriers to access and inclusion for people with disability and the action to take to avoid these barriers when planning and delivering services. It is also important that staff know how to plan events and consultations that are accessible to and inclusive for people with disability.

The Disability Services Commission has produced a range of resources including a DVD to assist staff improve customer relations for people with disability.

Consulting customers

Consultation is an essential part of the development of government policies, programs and services. People with disability need to be able to participate in consultative processes. These may include general consultations with the community, decision-making processes such as advisory committees, and quality assurance processes. Including people with disability in consultations will enable the development of services, programs and facilities that are inclusive of the whole community.

The Western Australian public sector is committed to a service culture that focuses on customers' needs and as outlined in many Customer Service Charters, public authorities are implementing a regular process of customer consultation.

Actions in support of inclusive consultations include:

- making information available about planning and decision-making in simple clear language or in alternative formats where requested
- ensuring that venues where public consultations are held are physically accessible both inside the building and outside it
- knowing the particular communication needs of customers and responding appropriately, for example, providing an AUSLAN interpreter, a hearing loop, or displaying Better Hearing Kits, and
- providing options for giving information during consultative processes, like a choice between verbal or written presentations.

A checklist, "Creating Accessible Events", was developed by the Disability Services Commission to assist planning consultative events (see Appendix 3).

Events

Functions should be held in fully accessible venues. Standards for access have changed over time and many older buildings will not necessarily comply with current building access requirements and community expectations. Event organisers, however, should always select the most accessible venues for public functions so that the event can be attended by members of the community regardless of age and ability.

People with disability may face barriers in a variety of ways when attending and participating in public functions including difficulty hearing what is said, seeing small print on an invitation, climbing steps to the venue, understanding signage or using a rest room in the building.

The accessible events checklist in Appendix 3 will assist a quick assessment of whether people with disability can easily attend a function and participate along with other invitees.

Grievance mechanisms

People with disability, their families and carers are a specific stakeholder group and must be able to access grievance mechanisms. Flexible complaint processes assist people with varying abilities to outline their concerns in a variety of different means. The accurate and timely identification of grievances assists service improvement, often to the benefit of all service users.

Flexible complaint processes may include making information available about planning, decision-making and grievances in simple clear language or in alternative formats where required.

Reviewing grievance policies and procedures is an important means of ensuring that State Government agencies clearly communicate with people with disabilities, their families and carers.

Accessible complaints processes can also assist the provision of positive feedback or advice about how good services can be made even better.

4. Access to buildings and facilities

Major developments have taken place to ensure that people with disability can have better access to buildings and facilities. These developments are particularly relevant to staff in State Government agencies responsible for designing, building, owning, managing, leasing, operating or regulating the use of public buildings and facilities.

Inappropriate design within the built environment frequently results in people with disability being unable to participate fully in community life because they then have difficulty with everyday activities such as hearing public announcements, reading signs, opening doors, using stairs or entering public buildings.

Informed planning and design plays a vital role in enabling people of all ages and abilities to participate in community life. Given this, and the usual lifespan of buildings, it is crucial that current best practice guidelines are followed when buildings and facilities are being built or refurbished by government or with government funds.

Legislation and the built environment

The rights of people with disability, including access to premises, are recognised by State and Commonwealth legislation. The Commonwealth Disability Discrimination Act (DDA) is of particular relevance. Prior to the introduction of the DDA, legislative access requirements were contained in the Building Code of Australia (BCA), which sets out the minimum requirements of building design and construction throughout Australia. Historically however, a development that complied with the BCA may still have been inconsistent with the intent and objectives of the DDA and thereby subject to complaint under the DDA.

Significant work has been undertaken to better align the BCA and DDA to the benefit of people with disability accessing buildings and builders and designers. The result of this work is the DDA Access to Premises Standards (May 2011).

The purpose of the Premises Standards is to:

- provide for equitable and dignified access to new public buildings and those areas of existing buildings that undergo renovation or upgrade that requires a building approval
- develop a single set of design and construction requirements covering access to new buildings and upgrades to existing buildings, and thereby
- provide greater certainty to those involved in the design, construction, certification and management of buildings in relation to the level of access required in the buildings covered by the Premises Standards.

The Premises Standards specify a nationally applicable set of Performance Requirements in providing non-discriminatory access to, and use of, those buildings (and areas of buildings to which they apply) and provide technical Deemed-to-Satisfy Provisions for these Performance Requirements. The BCA has also been revised to align with the Access to Premises Standards.

The Australian Human Rights Commission developed guidelines on the Access to Premises Standard to assist building professionals and those concerned with access to understand better how the Premises Standards apply to new and upgraded public buildings. The guidelines are available at www.hreoc.gov.au/disability_rights/index.html

State Government access requirements for buildings and facilities

To achieve access in the built environment State Government agencies should ensure that:

- the design and construction of all public buildings and facilities funded by government comply with the BCA and the requirements of the DDA's Access to Premises Standards, and
- appropriate access for people with disability is an integral part of any services provided, funded or contracted out.

The DDA's Access to Premises Standards outlines minimum access requirements in relation to new and updated buildings.

It is recommended that the opportunity be taken to exceed the minimum requirements to ensure the best level of accessibility to buildings and facilities for people with disability, particularly in relation to significant infrastructure projects which will be visited and used by many people, including interstate and international visitors.

It is essential that the design brief for buildings and facilities specifically addresses access provision requirements.

To assist achieve full access and meet legislative requirements, it is recommended that builders and developers plan access issues during all stages of the design and construction of a development or major redevelopment. 'Builders and Developers - Stages for Planning Access' identifies the different stages during the planning, development and construction phases where access needs to be incorporated (see Appendix 4).

It is recommended that accredited access consultants are engaged as part of the design team throughout the planning and construction phases of major projects to ensure that access is appropriately addressed. Information about access consultants can be obtained from the Association of Consultants in Access, Australia Inc (see Appendix 1).

Appendix 1

Contact details for further information

Access and Universal Design

www.disability.wa.gov.au

A guide to Disability Access and Inclusion Plans (DAIPs) for State Government contract managers

Disability Services Commission

www.disability.wa.gov.au

A guide to Disability Access and Inclusion Plans (DAIPs) for State Government contractors

Disability Services Commission

www.disability.wa.gov.au

Information Checklist

Disability Services Commission

www.disability.wa.gov.au

Guidelines for State Government Web Sites

Public Sector Commission.

www.publicsector.wa.gov.au

Guideline on the application of the Access to Premises Standards

Australian Human Rights Commission

www.hreoc.gov.au/disability_rights/index.html

World Wide Web Access: Disability Discrimination Act Advisory Notes – Version 4.0

Australian Human Rights Commission

www.hreoc.gov.au/index.htm

Association of Consultants in Access, Australia Inc.

www.access.asn.au

Independent Living Centre WA

www.ilc.com.au

The Inclusion and Community Education Branch at the Disability Services Commission has a range of resources to assist with the development of environments and events that are accessible for and inclusive of people with disability.

Inclusion and Community Education Branch
Disability Services Commission
146-160 Colin Street, West Perth WA 6005
Ph: 9426 9311
Fax: 9481 5223
TTY: 9426 9315
Email: access@dsc.wa.gov.au

Appendix 2
Organising information in alternative formats
Information and indicative schedule of costs – February 2012

Alternative format	Description	Contact	Approximate cost
E-mail attachment	-	-	No extra cost
Large print (18 pt. font)	-	-	No extra cost
CD	-	-	Low
Audio cassette and digital recordings	A service that converts text documents into audio cassette or digital formats.	Association for the Blind Ph: 9311 8202	<p>Costs will depend on the number of source print pages, their format and whether the content is complex enough to warrant special handling.</p> <p>Synthetic voice - from \$1.50 per print page</p> <p>Human narrated voice Audio only - from \$13 per print page Full text / audio - from \$26 per print page</p> <p>Please allow one week for human narration.</p> <p>Remastering from cassette or CD to DAISY Navigation by tape or tape side - from \$20 per cassette or CD</p> <p>Navigation by chapter or other points - from \$75 per cassette or CD.</p> <p>The Association for the Blind has a form to assist estimate the cost for a conversion request at http://guidedogswa.org/production/price.php</p>

Alternative format	Description	Contact	Approximate cost
Audio loops	An audio loop consists of an amplifier and long cable which transmits sound from a public address system to the hearing aids of people who are positioned inside the loop cable. Audio loops are available for hire to assist people with a hearing impairment at public events.	Better Hearing Australia (WA) In c Ph/TTY: 9387 9811 or Ph: 9328 7938 Email: bhawa@tsh.org.au	\$100 for the first day, then \$60 for each day after. (\$100 bond)
Better Hearing Kits	These stand-up front counter cards contain information for staff about communicating with people with hearing impairments.	Better Hearing Australia (WA) Inc Ph/TTY: 9387 9811 Email: bhawa@tsh.org.au	No extra cost.
AUSLAN Interpreting	Australian Sign Language (AUSLAN) Interpreting Service.	The WA Deaf Society Inc Ph: 9441 2677 Email: bookings@wadeaf.org.au www.wadeaf.org.au www.slcommunications.com.au	\$198 for 2 hours* \$49.50 every 30 minutes thereafter* *Public Holidays – charged at double rate
National Relay Service (or telephone interpreting)	This 24 hour service involves relaying telephone calls from a person with a hearing and/or speech impairment to a voice phone user.	National Relay Service Ph: 1300 555 727 www.relay-service.com.au	No extra cost - price of the call.

Alternative format	Description	Contact	Approximate cost
Captioning	Captioning displays written text to convey the dialogue and sound effects in videos, TV advertising etc.	A range of captioning service providers can be contacted including Red Bee Media (formerly the Australian Caption Centre).	Available on request.
Braille	Text written in Braille	<p>Association for the Blind</p> <p>Ph: 9311 8286</p> <p>email braille@guidedogswa.com.au</p>	<p>Costs will depend on the number of source print pages, their format and whether the content is complex enough to warrant special handling.</p> <p>Master transcription from \$11.50 per print page then \$5 per copy of page.</p> <p>The Association for the Blind has a form to assist estimate the cost for a conversion request at http://guidedogswa.org/production/price.php.</p>

Appendix 3

Creating accessible events checklist

It is important that people with disability have the same opportunities as other community members to access and participate in public meetings, consultations, functions and events.

People with disability may face barriers in a variety of ways when attending and participating in public functions including difficulty hearing what is said, seeing small print on an invitation, climbing steps to the venue, understanding signage, accessing parking or public transport, or using a rest room in the building.

To ensure that events can be accessed and enjoyed by people of all ages and abilities it is important to consider the items listed on this checklist. It is recommended that the organisers visit any venue chosen for a public function or meeting so that they can be satisfied of the accessibility of the venue and services.

Functions should be held in fully accessible venues. It is recognised that standards for access have changed over time and many older buildings will not comply with current requirements and community expectations. Event organisers, however, should always select the most accessible venues for public functions.

In instances where the venue is not fully accessible some access barriers may be addressed by having informed staff available to provide assistance and through hiring equipment or facilities, such as an accessible toilet, ramp or audioloop. Information about where to hire equipment is available through the Independent Living Centre at telephone 9381 0600. Additional contacts and information to assist you with organising an event that is accessible for and inclusive of people with disability can be found at www.disability.wa.gov.au .

The checklist

Access requirements for people with disability will vary depending on the people attending and the type of event, you may find parts of this publication more relevant than others. To use these checklists, just tick Yes or No to the questions asked. You may also want to make brief comments.

This checklist is designed to be a quick, overview of the accessibility of a venue and function. It is not designed to assess every aspect of access and inclusion in detail. It will indicate whether people with disability can easily attend your function and participate.

Invitations and promotional material

Many people in our community experience difficulty in hearing, seeing and communicating with others. There are many simple ways to ensure your invitations and promotional material are accessible to people with disability.

Text

Yes No

- Have you used a plain font (such as Arial, Helvetica or Univers) in your invitations and promotional material?
- Is all text at least a minimum of 12 point type size?
- Have the invitations and promotional material been printed on matt paper and in contrasting colours?
- Is the text uncluttered with an absence of background graphics and patterns?

Content

- Did your invitation or promotional material state whether the venue is accessible to people who use wheelchairs?
 - Did your invitation include information about the accessible facilities at the venue such as the location of parking or nearest set down area?
 - Have you encouraged your invited guests to identify whether they have any access requirements such as accessible parking, an audio loop or sign language interpreter?
 - Have you included in the invitation your facsimile number and email address (if you have them) so guests have alternative ways of communicating their attendance?
 - Is written promotional material available on request in alternative formats such as large print, audio tape, computer disk or Braille?
-

External environment

People with disability require a continuous, even, accessible path of travel. An accessible path of travel means there are no obstacles in the internal or external environment such as revolving doors, kerbs or steps.

Location of the nearest:

- Bus stop: _____
- Train station: _____

Accessible parking bays

Yes No

- Does the venue have one or more accessible parking bays?
How many accessible parking bays? _____



- Is the accessible parking bay/s identified by the international symbol of access?
 - raised sign?
 - ground markings?
- If the accessible parking is undercover is the roof a minimum of 2,500 mm in height to allow the use of a car top hoist?
- Is the distance from the car park to entrance less than 40m?

Continuous accessible path of travel

Is there a continuous accessible path of travel, including kerb ramps, to the building from the:

- Accessible parking bay/s?
- Set down area?
- If there are steps to the building:
 - Is there a ramp available for wheelchair users?
 - Do all steps have handrails?
 - Is there a contrasting strip on step edges?
- If there is a ramp to the building:
 - Is the gradient no steeper than 1:14?
 - Does the ramp lead to the main entrance?

The building

Entrance

Yes

No

- Is the entrance threshold level?
 - If there is a step/s at the entrance of the doorway:
 - is there a ramp of not more than 450 mm in length and with a gradient of 1 in 8?
 - Is the entrance door easy to open?
 - Is the clear door space 850 mm?
-

Internal environment

- Is the inquiry or reception counter low enough for a wheelchair user?
 - Does the venue have an accessible path of travel from the front entrance to all areas guests will use?
 - If there are internal steps:
 - Do all steps have handrails?
 - Is there a contrasting strip on step edges?
 - Are there elevators?
 - If there are ramps:
 - Are they no steeper than 1:14?
 - Do they have handrails?
 - Do all doors have a clear space 850 mm?
 - If there is only a side approach to the door, is there 1,200 mm clear space in front of the door?
 - Does the venue have a non-slip floor surface or carpets with a firm low pile of 6 mm or less?
-

The building

Visibility

Yes

No

- Are facilities in the venue clearly signed?
 - Is the venue well lit?
 - Are there any areas of high reflection or glare?
-

Toilets

- Does the venue have an accessible toilet?
 - Is the toilet situated on the same floor as the function?
 - Does the door have a clear space of 850 mm?
 - If the door of the toilet door opens inwards is the space large enough so for the person in a wheelchair to shut the door once inside?
 - Is there 1,250 mm space at one side of the toilet pan?
 - Is there a grab rail next to the toilet at 800 mm – 810 mm high, preferably in an “L” shape?
-

Signage

- Does the venue have clear, directional signage to:
 - the function room?
 - the toilets?
-

The function

Everyone wants to be able to see the stage, hear speeches being made, understand training and messages being delivered. The following checklist will ensure your function is one where everyone's communication requirements are met.

If you are organising a sit down function and your guests include people using wheelchairs, the following checklist will assist you to create an event where all of your guests feel comfortable and relaxed.

Communication

Yes

No

- Is there a position where the interpreter will stand, so people who are deaf or hard of hearing can see both the person speaking and the interpreter's face and hand movements?
- Can the audio-visual technicians position spotlights on the interpreter which distribute light clearly and evenly to the face and upper body?
- Does the venue have an audio loop installed?
- If there is an audio loop:
 - what type: induction loop/ infra-red/FM
 - has it been placed towards the front of the room with clear sight lines to the stage and the interpreter?
- Is there signage identifying the location of the audio loop?

Sit down function

- Are there sufficient walkways (1,000 mm or wider) in the function room?
 - Is there 900 mm space between tables?
 - Do tables provide 710 mm – 840 mm leg clearance beneath the unit and a table height of 730 mm – 870 mm?
-

Appendix 4

Stages when builders and developers should plan for access

Commonwealth and State Legislation and Regulations require that all new developments and refurbishments, where an application for approval for building works is required, are constructed so that they can be accessed and that services within them are able to be used by people with disabilities.

To achieve functional access and meet legislative and regulatory requirements it is recommended that access issues be addressed at a number of stages during the documentation and construction stages of a development. If access requirements are not incorporated into the early developmental stages, and any access issues picked up during the construction stage then the outcome could be a serious compromise to the design or budget.

In some cases the design team may have expertise in designing in access for people with disabilities. In other cases it is appropriate to engage an access consultant as part of the project consultancy team to ensure compliance with all the access requirements of the project brief including regulatory and legislative requirements. This is particularly recommended for major new public developments or redevelopments as comprehensive, informed access planning can save the need for costly remedial works later.

To ensure compliance and quality control, it is recommended that access requirements are specifically considered at the following seven stages during the documentation and construction process;

- 1. Developing the brief.** Ensure that regulatory access requirements and Universal Design principles are incorporated and the responsibility for access planning designated.
- 2. Schematic design.** Examine, evaluate, report and progressively provide input throughout the schematic design stage to define approaches and solutions necessary to ensure compliance with the regulations and a universal design approach.
- 3. Design development.** Review design development details progressively to identify any potentially non-compliant items and propose compliant, creative and cost effective solutions. Clarification and agreement at this stage will avoid unresolved issues later in the project.
- 4. Contract documentation.** Examine and review the contract documents, drawings and specifications to ensure compliance. The works should be signed-off at this stage which is always prior to calling tenders. Alterations or additions after this time could incur time delays and/or cost variations.
- 5. Construction.** Conduct site visits at critical phases to ensure that the construction works comply with the detail drawings. Reach prior agreement with the architects as to appropriate phases to monitor.
- 6. Practical completion.** Conduct a final inspection of the works on completion of construction to ensure compliance with the design documentation and the correctness of the constructed details.
- 7 Sign off** – It may be required that a letter of compliance for disability access is provided after all issues have been rectified.

State Government Access Guidelines for Information, Services and Facilities

The State Government Access Guidelines for Information, Services and Facilities were developed to assist State Government agencies fulfil their social and legislative responsibilities by ensuring that people with disability can access information, services and facilities.

The guidelines provide practical access information and as such apply equally to local government, business and community groups in the provision of their services.

The guidelines were developed by a working party of key stakeholders to consolidate existing access information, legislative requirements, policies and resources into one document.

Information sources are generally acknowledged throughout the publication. Also used are the “Accessible Information: Policy and Guidelines for Local Government” adapted from the City of Perth, “Accessible Information Policy and Procedures” by the Western Australian Municipal Association (now the Western Australian Local Government Association), and the Disability Services Commission.

Working Party representation

Disability Services Commission

Department of the Premier and Cabinet

Office of the Auditor General

State Library of Western Australia

Department of Industry and Technology (now the Department of Mines and Petroleum, Department of State Development and Department of Commerce)

Department of Housing

Independent Living Centre

Association for the Blind

People With Disabilities WA (Inc)

National Disability Services (formerly Acrod)

These guidelines are available in alternative formats on application to:
Disability Services Commission, 146-160 Colin Street, West Perth WA 6005
Telephone: 9426 9311 Country: 1800 998 214 TTY: 9426 9315

The guidelines are also available on the Commission's website
www.disability.wa.gov.au