

Part 4

Appendices



making a difference

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Appendix A - 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 and no loose particles. Access to adjacent pathways must 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 recordings of written material and is the most widely used alternative format for people with vision impairment.
- **Audio loop** - An amplifier and long cable that 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, it 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 for hire and can be booked 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** - This 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.
- **Capstan tap handle** - A common tap handle comprising four prongs in the shape of a cross (+).

- **Captions** – They 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. Closed captions are used for TV programs. They are called “closed” because you need teletext equipment to see them. Open captions are used for videos. They are called “open” because they are always on screen and don’t need any special equipment to watch them – just an ordinary VCR.
- **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 that required for access to a telephone.
- **Clear print** - Refers to print that is at least 11 point, preferably 12 point, and uses a font style such as sans serif Univers, Arial or Helvetica.
- **Computer disk** - Documents on computer disk can be used directly by people who have access to a personal computer with a large screen or with voice or Braille output. In addition, if practical, information can be placed on-line via the Internet.
- **Continuously 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 that would prevent it from being safely negotiated by people with disabilities.
- **Door width** - The current minimum door width for wheelchair access - 800mm (AS1428.1) with a preferred width of 850mm (AS1428.2).
- **Hob** - The low step around a shower area that prevents water flowing into the room. A hob can vary in height from 5mm to 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 and the background blue, with the figure facing right. When used for indicating the direction to a facility, the figure faces the direction to be indicated.
- **Kerb ramp** - An accessway with a length not greater than 1520mm and a slope/ gradient not greater than 1:8 located within a kerb that has a level landing at both the top and bottom of the incline.
- **Landing** - A surface with a slope / gradient no greater 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.
- **Large print** - Large print is useful for people who have some vision but cannot read standard size print. It is useful for many people and requires minimal equipment to prepare. “Large print” is generally taken to mean 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** - The amount of light reflected from one surface or component compared to that reflected from the background or surrounding surfaces. (There must exist a luminance contrast of .3 or 30 per cent greater 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 that does not reflect light or produce glare. Materials that produce glare and reflections are chrome, glass, mirrors, metallic finishes and any highly polished surface.
- **Preferred font style** - Standards Australia and the Association for the Blind W.A recommends a simple and uncluttered sans serif font style such as, Univers, Arial or Helvetica.
- **Print size - eleven point** - 11 point refers to the minimum font size recommended for printed text. It is widely accepted that text should be printed in at least 11 point (12 point preferred). Doing so benefits all community members and will become increasingly important as the community ages.
- **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 surface** - Any surface that provides traction for a wheelchair or a person walking, in both wet and dry situations.

For wet locations AS 1428.1 suggests:

- concrete with abrasive or textured finish;
- concrete with exposed aggregate finish;
- bituminous concrete;
- natural stone with rough finish;
- paving bricks and special abrasive finish; and
- slip-resistant tiles.

For dry locations AS 1428.1 suggests:

- all materials suitable for wet conditions (above);
 - short-piled carpet; and
 - smooth flooring materials without high gloss or slippery finish or which have been suitably treated.
- **Stair nosing** - The front edge of a step, along the full length, usually the front 30 50mm.
 - **Stair riser** - The vertical component of a stair.
 - **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.)

- **Telephone Typewriter (TTY)** - A TTY is essentially a keyboard that plugs into a standard phone outlet to enable people who are deaf to send or receive messages to or from other people or public authorities that 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.
- **Turning circle** - The minimum area required for a standard wheelchair to do a full turn (360 degrees).

Appendix B - Access provision requirements, legislation, codes and 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 (amended 2004)

The Western Australian Disability Services Act 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 that 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 Access and Inclusion Plan (DAIP) 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 (amended 2004), each public authority is required to:

- develop and implement a DAIP to progress six desired outcomes;
- lodge DAIP with the Commission;
- consult in the development of the DAIP;
- promote the DAIP to the community;
- implement the DAIP by staff, officers and agents and contractors of the public authority;
- report on DAIP progress to be provided to the Commission each year;
- describe DAIP activities in the authority's annual report; and
- review DAIP at least every five years.

For comprehensive details refer to Disability Access and Inclusion Plan, Resource Manual for State Government / Local Government (2006).

Western Australian Equal Opportunity Act 1984 (amended 1988)

The Western Australian Equal Opportunity Act recognises that people with disabilities require and are entitled to the same level of service as other members of the community. 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 that impairs a person's thought processes, perceptions of reality, emotions or judgement, or that result in disturbed behaviour. It also includes impairments that 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 (DDA) is a Commonwealth Act that 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 www.hreoc.gov.au/disability_rights

While it is not compulsory, public authorities can choose to prepare and implement action plans under Section 60 of the DDA (1992). A Disability Access and Inclusion 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". 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 website www.emaa.com.au or from the Australian Heritage Council web site www.ahc.gov.au

Advisory Notes on Access to Premises and the DDA

The Human Rights and Equal Opportunity Commission (HREOC) has 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.hreoc.gov.au/disability_rights

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 referenced 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.

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

AS1428.1-2001 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.

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

This Standard explains how the dimensional details required in AS 1428 were formulated.

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

This Standard is intended to be used in conjunction with AS 1428.1 where appropriate. It enhances the minimum requirements set out in Part 1.

It also includes requirements for items not covered in Part 1, such as information relating to access requirements in kitchens and laundries.

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 three to eighteen.

AS 1428.4-2002 Tactile ground surface indicators for the orientation of people with vision impairment

This specifies requirements for tactile ground surface indicators or pavers that 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 is 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 that are within reach and operable by the greatest possible number of users.

AS 2890.1 (1993) Off-street parking - mandatory requirements

This Standard sets out minimum requirements for design and layout of off-street parking. Appendix C of this Standard provides guidelines for the provision of parking for people with disabilities.

AS 2890.5 (1993) On-street parking

This Standard sets out requirements for the location, arrangement and dimensions of on street parking facilities. It includes provisions for special classes of vehicles and for people with disabilities.

Appendix C - Access information and contacts

Human Rights and Equal Opportunity Commission (HREOC)

For copies of the 'Advisory Notes on Access to Premises'

Human Rights and Equal Opportunities Commission

Ph: 1300 369 711

Fax: (02) 9284 9611

TTY: 1800 620 241

Website: www.humanrights.gov.au/disability_rights/standards/standards.html

Building Code of Australia

For information on the Building Code of Australia:

The Building Section

Department of Local Government

Ph: 9222 0511

Fax: 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

Ph: 9221 6700

Fax: 9221 6194

Web site: www.standards.com.au

Email: sales.wa@standards.com.au

For reference:

The Building Section

Department of Local Government

Ph: 9222 0511

Fax: 9221 2715

Email: info@dlg.wa.gov.au

For specific information concerning interpretation of the Standards:

Office of Standards Australia

Ph: (02) 8206 6000

Fax: (02) 8206 6001

Accessible fittings, fixtures, furniture, equipment and aids.

Independent Living Centre

The Niche

11 Aberdare Rd

Nedlands WA 6009

Ph: 1300 885 886

Fax: 381 0611

Web site: www.ilc.com.au

The Independent Living Centre can be contacted to arrange an appointment to discuss individual needs and options available. Alternatively there is a comprehensive database of equipment which can be viewed on its web site.

Accessible parking program

ACROD Limited (WA Division)

Unit 1, 59 Walters Drive,

Osborne Park, WA 6017

Ph: 9242 5544

Fax: 9242 5044

TTY: 9242 3800

Web site: www.acrod.org.au

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

Information in plain English

There are many books and websites available about how to write without jargon and in readable English.

Books that could be useful include:

- 'Death Sentence' by Don Watson
- 'Eats, Shoots and Leaves' by Lynne Truss
- 'The Penguin Guide to Plain English'
- 'Writing in Plain English' by Robert Eagleson.

Web site that could be useful include:

- www.weaselwords.com.au.
- www.plainenglishfoundation.com
- www.dest.gov.au

Information on access for people who are blind or have a vision impairment

The Association for the Blind offers information, advice and support about access for people who are blind or with a vision impairment. It can also be contacted for assistance in producing written information in alternative formats such as large print, computer disk, audio tape or Braille.

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

Information 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 have a hearing impairment. The Society provides Auslan (Australian Sign Language) Interpreters and information regarding Telephone Typewriters (TTY) and other services.

WA Deaf Society (Inc.)
Ph: 9441 2677
Fax: 9441 2616
TTY: 9441 2655
Web site: www.wadeaf.org.au

Audio loops

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

For purchase:

WA Electronics
1/20 Old Perth Road, Bassendean, WA 6054
Ph: 6364 4805
Fax: 6364 4807
TTY: 6364 4806
Web site: www.waelect.com.au

For hire:

Better Hearing Australia (WA) Inc
29 West Parade, Perth, WA 6000
Ph: 9328 7938
Fax: 9328 7550
TTY: 9328 7938
Email: bhawa@iinet.net.au

Better Hearing WA also has kits available that contain information about communicating with people with hearing impairments.

TTY National Relay Service

The TTY National Relay Service is 24-hour service provided through the Australian Communication Exchange (ACE) and involves relaying messages between a voice-phone user and a person who uses a telephone typewriter (TTY).

Australian Communication Exchange
Ph: 133677
Freecall: 1800 555 677

Captioning

For assistance in captioning videos or films, for corporate services.

The Australian Caption Centre
Suite 1, First Floor
14-16 Rowland Street, Subiaco
Ph: 6380 2895
Fax: 6380 2854
TTY: 6380 2039

Deafness Council of WA Inc.
P.O. Box 1388
South Perth, WA, 6951

For community based services:

Media Access Australia
Suite 405
22-36 Mountain Street, Ultimo NSW 2007
Ph/TTY: (02) 9212 6242
Fax: (02) 9212 6289

Disability Services Commission - Resources

The Disability Services Commission has a range of resources available regarding access for people with disabilities. Copies of the resources below are available by contacting the Community Access and Information Branch on 9426 9384 or on the web site www.dsc.wa.gov.au

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;
- facilitator's guide; and
- Power Point presentation.

The training package can be delivered within two to four hours. It 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 Local Government Association and sponsored by Lotterywest.

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.

These packages support the following Disability Access and Inclusion Plan:

Outcome Four: People with disabilities receive the same level and quality of service from staff, as other people receive from the employees of the public authority.

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 'Buildings – A Guide to Access Requirements'.

Buildings - A Guide to Access Requirements

This 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.

Includes information about:

- disability in Western Australia;
- designing access for people of all ages and abilities;
- access codes, standards and relevant legislation;
- 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 Access and Inclusion Plan outcomes:

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised by the public authority.

Outcome Two: People with disabilities have the same opportunities as other people to access the buildings and facilities of the relevant public authority.

Access Improvement: Have Your Say!

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.

This brochure supports the following disability service plan outcomes:

Outcome One: People with disabilities have the same opportunities as other people to access the services of, and any events organised by the public authority.

Outcome Five: People with disabilities have the same opportunities as other people to make complaints to the relevant public authority.

Disability Access and Inclusion Plan - Resource Manual for Local Government (2006)

This manual provides information to assist Local Governments to develop Disability Access and Inclusion Plans (DAIPs). The manual was a joint initiative of the Western Australian Local Government Association (WALGA) and the Disability Services Commission.

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

Disability Access and Inclusion Plan – Resource Manual for State Public Authorities (2006)

This manual provides information to assist State Government agencies to develop Disability Access and Inclusion Plans. It is similar to that produced for Local Government, however provides practical examples and information relevant to State Government Authorities.

For further information or copies of the resources:

Disability Services Commission

146-160 Colin Street
West Perth WA 6005

Mailing address:
PO Box 441

West Perth WA 6872

Telephone: 9426 9384

Facsimile: 9481 5223

TTY: 9426 9315

Country: 1800 998 214

Web site: www.dsc.wa.gov.au

