

Access Guidelines

Fifth Edition – 2017



SydneyOlympicPark



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Access Guidelines

2017
Fifth Edition

Sydney Olympic Park Authority
2017

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Introduction

1.0 Introduction

1.1 Purpose and Application

The purpose of these Guidelines is to provide information concerning the requirements for an accessible built environment that enables independent, equitable and inclusive access for all people including older people.

These Guidelines apply to:

- **(Part 1)** all building works, infrastructure within Sydney Olympic Park,
- **(Part 2)** temporary events (Temporary Overlay for Events).
- **(Part 3)** parklands within Sydney Olympic Park.

These Guidelines are intended to provide guidance to Government agencies, architects, venue operators, event operators, designers and others who are involved in the design, construction, fit-out, planning and operations of facilities and venues within Sydney Olympic Park.

These Guidelines can also provide valuable information to Local Councils and other stakeholders. The Guidelines are based on the relevant Australian/State Acts (legislation) and Australian Standards, which are current as at July 2015 and cover specific requirements under the headings of access and circulation, amenities and communications. The Guidelines do not attempt to cover all key areas outlined under the Commonwealth Disability Discrimination Act-1992.

These Guidelines have been adapted and developed from the Access Guidelines, September 1999 prepared by the Olympic Co-ordination Authority and Access Guidelines, 1st to 4th Edition prepared by the Sydney Olympic Park Authority for use in the design & construction of any new building works being carried out within Sydney Olympic Park. These Guidelines are also to be used when any ongoing maintenance or upgrades to the facilities or venues that were used for the Sydney 2000 Olympic and Paralympic Games are being carried out. The 2000 Olympic and Paralympic Games were widely acknowledged as resounding successes in terms of the provision of equitable access and facilities for persons with disabilities.

The Sydney Olympic Park Authority, established 1 July, 2001 is the organisation responsible for managing, promoting and developing

Sydney Olympic Park. The Authority aims to make Sydney Olympic Park Sydney's premier destination for entertainment, leisure, business events, tourism and high-quality residential and commercial environments.

This document is not intended to be a stand-alone document and should be used in conjunction with relevant Building Codes and Australian Access Standards.

Accessible environments will benefit not only people with a disability, but also other members of the community who may be challenged in terms of access. This may include:

- parents with prams and seniors who may find it difficult to negotiate steps or steep gradients, or who may have difficulty with balance if they are required to remain standing for a long time or walk for long distances
- people who may 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 provided
- small children who have difficulty climbing steps or understanding information provided.

1.2 Relevant Legislation

The following is a list of relevant Legislation for Compliance:

Australian Disability Discrimination Act-1992 (DDA)

Premises Standards-2010 (PS)

Disability Inclusion Act-2014 (DIA)

Anti-Discrimination Act 1977 (ADA)

NCC, Building Code of Australia (BCA/NCC)

The Sydney Olympic Park Authority's Disability Inclusion Action Plan (DIAP) requires the Sydney Olympic Park Authority (SOPA), to take into account the provisions for persons with a disability in any proposed Development.

A significant proportion of the Australian population has a disability and this proportion is increasing. In 2012, 4.2 million people had a

disability in Australia, or 18.5% of the total population. This figure has recently risen to 56%, or over half of Australians who were aged 65 years and over. Whilst the degree and type of disability varies with individual circumstances, people with disabilities may experience the following:

- loss of sight (even when wearing spectacles/glasses or contact lenses)
- loss of hearing
- speech difficulties in their own languages
- blackouts, fits or loss of consciousness
- difficulty in maintaining stamina during long waiting periods
- slowness at learning or understanding
- difficulty making decisions
- incomplete use of arms or legs
- difficulty in gripping or holding small objects
- incomplete use of feet or legs
- difficulty maintaining orientation in unfamiliar surroundings.

As a consequence, people with disabilities face barriers with everyday activities, such as hearing what is said, reading small print, climbing stairs, prolonged standing, walking long distances, or understanding signage. These barriers can be removed or significantly reduced by good design to allow all people to share in ordinary life.

For too long, disability has been viewed as the problem of the individual and not a matter of the relationship between the individual and his or her environment. Physical and social barriers can be largely overcome by taking access requirements into account in policy development, communications, infrastructure, pathways of travel and service provisions.

These Guidelines are intended to be a dynamic document that is updated on a regular basis (approximately every five years or in the event of major changes to supporting access standards/legislation). It provides a useful tool in the planning and design of facilities, venues, buildings and event management that maximise access for people with disabilities and the general community as a whole.

The New South Wales Government endorses people's right to access. Access is a basic human right, and a fundamental pillar of social justice. Social justice is about the acceptance of people as individuals and about access to fair and equal opportunity to participate fully in community life.

Access is not only about buildings. A truly accessible environment is one in which a person with a disability can freely express their independence, and one in which any impediment to integration is removed. It involves the seamless blending of numerous key components, such as communication, transport, employment, education, external pathways, community awareness, housing and buildings.

Special access provisions should not be necessary if the environment is built to adequately reflect the diversity and needs of the community. Good design should seamlessly provide access for all. Access should be a fundamental part of good design rather than something that is provided at a later stage to solve problems.

For every decision that is made in regard to planning and design, the question of how this will impact on a person with a disability and what can be done to remove these impacts should be asked.

1.3 Australian Standards

These Access Guidelines are based upon all adopted parts of AS 1428 Design for Access and Mobility Parts 1 to 4.1, the current NCC/Building Code of Australia and the Premises Standards-2010. In addition, other Australian Standards and reference material have been condensed and combined in order to produce these guidelines that reflect principles of best practice.

By way of background, Australian Standards are prepared by committees made up of experts from industry, governments, user groups and other sectors.

The requirements or recommendations contained in published Standards are a consensus of the views of representative interests and also take account of comments received from other sources. They reflect the latest scientific and industry experience. The requirements outlined in Australian Standards are generally mandatory and throughout this document, terminology will reflect that through the use of the word 'shall'.

Designers are required to comply with the technical requirements of the current NCC/Building Code of Australia and Australian Standards. Australian Standards are kept under continuous review after publication and are updated regularly to take account of changing technology. The following Standards were used in developing this document. Where a referenced Australian Standard is updated or added then the most recent version shall replace the various standards as listed below.

Premises Standards-2010.

AS 1428 Design for access and mobility

AS 1428 Part 1-2009: General requirements for access – New building work. This Standard specifies the design requirements applicable to new building work, excluding work to private residences, to provide access for people with disabilities. Particular attention is given to continuous pathways of travel and circulation spaces suitable for use by people who use wheelchairs, and access and facilities for people with ambulatory disabilities and for people with sensory disabilities.

AS 1428 Part 2-1992: Enhanced and additional requirements. Buildings and facilities. This standard is for the Interior Fit-out of Buildings and includes circulation space required at counters, tables and other work surfaces. The extra dimensions of the current Part 2 relating to the permanent building structure will be considered for inclusion in future updates of Part 1.

AS 1428 Part 4.1:2009: Tactile Ground Surface Indicators. This Standard specifies requirements to ensure the safe and dignified mobility of people who are blind or have low vision. It includes tactile ground surface indicators to warn of hazards and provide directional information through contact by foot or cane with the ground, road or floor surfaces.

AS 2890 Car parking

AS 2890 Part 6-2009. This is the standard for off-street parking, which refers to parking spaces for people with disabilities in clause 2.4.5 and AS 2890 Part 5-1993 is for on street parking.

AS 1735, Parts 1, 7, 8, 11, 12, 14, 15, 16, Lifts, escalators and moving walks (SAA Lift Code) and ABCB Handbook Lifts used During Evacuation.

AS 4586-2013 Slip resistance classification of new pedestrian surface materials, AS 4663-2013 Slip Resistance Measurements of Existing Pedestrian Surfaces, BCA/NCC D2.14, Landings. People with ambulatory disabilities using crutches or walking sticks are at risk of falling and injuring themselves, and slip resistant surfaces are essential, particularly where floor or ground surfaces may be wet.

AS 4299-1995 Adaptable housing. This Standard presents the objectives and the principles of adaptable housing and provides guidelines on adaptable housing for those involved in designing or building new dwellings or renovations. It is referenced by most Councils and local government authorities, particularly in conjunction with SEPP, Seniors Living Developments.

Note: Compliance with Australian Standards shall include any notes to clauses.

1.4 People with Disability

Given that approximately 1 in 5 people have some form of disability and over 2 million people are carers in Australia, inclusion and access is important from both a rights and a business point of view.

The United Nations Convention on the Rights of Persons with Disabilities, “Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others”. Not all disabilities are visible, for example, low vision, hearing loss, mental illness, and cognitive impairment.

The use of correct terminology is important when referring to a person with a disability. For example words such as handicapped, cripple or retard are derogatory and reflect old thinking. It is important to talk directly to the person with a disability, and language should reflect an approach that focuses on ability rather than disability. Words and phrases such as “inclusive”, “accessible for everyone” are more encouraging than “accessible for people with disability”.

People with disability are also customers, clients, and people; they are not separate from other customers, clients and people. Disability Awareness Training should be offered to inform staff attitudes towards addressing the needs of people with disability. Strategies should be developed to prevent discrimination by staff against people with disability by:

- issuing formal policy statements to staff on anti-discrimination law
- providing formal training to better understand the needs of people with varying abilities
- establishing an effective complaints handling procedure.

Facilities are to be described, signed and labelled as ‘accessible’ rather than ‘disabled’, thereby reflecting their purpose, which is to be accessible.

1.5 Disability Discrimination Legislation

Any person with a disability who feels they have been the subject of discrimination can make an official complaint to the Human Rights Commission under the Commonwealth Disability Discrimination Act-1992 (DDA).

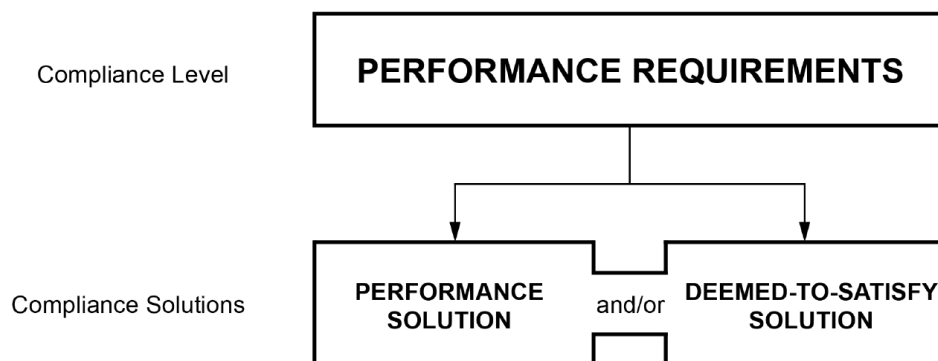
The DDA makes it unlawful for service providers to discriminate against people because they have a disability. Essentially this makes it the responsibility of the service provider to provide non-discriminatory services. This means that in most situations, people

with disability must be able to use services to the same extent and with the same independence and dignity as other people. The DDA is administered by the Australian Human Rights Commission.

The DDA allows individuals to lay complaints (in the first instance) to the Australian Human Rights Commission and subsequently to the Federal Court (in the event that conciliation through the Australian Human Rights Commission fails) if they think that they have been unfairly treated because of their disability. The Act applies to new as well as existing buildings and accommodation. The New South Wales Anti-Discrimination Act 1977(ADA) was amended in 1994 to comply with the DDA, and people who have a disability can lodge a complaint under either State or Federal legislation.

In Australia, we also have the National Disability Strategy. This is a document that all of the governments in Australia have agreed upon. It explains how all the different governments in Australia are working together to make life better for people with disability. All of the ideas for improvements in Sydney Olympic Park are based on ideas that have been agreed on in the National Disability Strategy.

1.6 Performance Solutions



Compliance with Performance Solutions

- (a) A *Performance Solution* must—
 - (i) comply with the *Performance Requirements*; or
 - (ii) be at least *equivalent* to the *Deemed-to-Satisfy Provisions*, and be assessed according to one or more of the *Assessment Methods*.
- (b) A *Performance Solution* will only comply with the NCC when the *Assessment Methods* used satisfactorily demonstrate compliance with the *Performance Requirements*.

1.7 Performance Standards

Access encompasses both routes of physical movement and the community within a space or across distance. Provision of a path of continuous access is the fundamental requirement for an accessible environment. Accessible environments adequately reflect the diversity and varying needs of the community.

An accessible path of travel is required to provide an uninterrupted path of travel to or within a building providing access to all facilities.

An accessible path should not contain any barrier that would prevent it from being safely and confidently negotiated by people with disabilities. An accessible path must provide for users with intellectual, physical, sensory and mobility disabilities.

Step by step assessment of the path for each user category is necessary. The shortest route, well identified, conserves energy. Assessment should be made at the design stage, checked at each stage of construction and monitored in perpetuity. A well-designed total concept can be dislocated by decisions made in isolation during construction, operation or maintenance. An environment is generally not accessible to some people who use wheelchairs/mobility scooters unless a toilet for their use is provided within the environment.

In the design of an accessible environment, there are extensive planning links that revolve around a combination of elements. For example, in an access pathway in an external environment, there are many considerations, such as surface material and impermeability, pathway width, cross fall, passing areas, gradients, transition between different surfaces and an absence of barriers such as bins and signs.

This document cannot outline all the linkages in respect of any one item; however, it provides the overall requirements that are necessary in providing an accessible outcome. Complex issues also arise when various service providers are involved in linked tasks, such as the provision of transport services. As such there is a need to factor in collaborative and co-operative planning approaches in any design proposal. This includes clear signage and way finding to all areas.

2.0 Publications

2.1 Printed Materials

This checklist is for all printed materials, free or sold, and targeted for the general public and staff. This includes, but is not limited to, general brochures, catalogues, staff training brochures, staff and public newsletters, books, magazines and educational materials. Any signs are to be in accordance with BCA/NCC, D3.6, Signs, BCA/NCC, Specification D3.6, Braille and tactile signs and AS1428.1.

2.1.1 Design

- The main body of a text is to be set in a minimum 12 point type. Complicated, decorative fonts are to be avoided and instead fonts with easily recognised solid characters, such as sans serif, Helvetica, swiss and arial fonts, which are generally acceptable should be used. Serifs can add another dimension to the print, particularly when it is small. If there is sufficient contrast, sans serif typefaces work well at larger sizes surrounded by white space.
- Line drawings and floor plans are to be clear and bold, with only the necessary detail and using a minimum of 8 point type.
- Heading is to be at least 20% greater than the font size used.
- Letter spacing leaves letters uncrowded.
- Ordinary typeface using upper and lower case is to be used, as it is more readable than some less frequently used styles such as italics, slanted, small capitals or all capitals only text. Italics should be avoided where possible as the slanting of the type may distort some characters depending on font type, reducing the readability and ease of reading. Bolded and underlined versions of any typeface are preferred methods for highlighting text as they are often more legible because the letters are thicker and less distorted. Underlining should not connect with the letters being underscored.
- Oblique or italic type styles should be used only for foreign words and publication citations.
- There should be a maximum of 60 characters (average) per line.
- No hyphenation is to be used at ends of lines.
- Text with close letter spacing can be particularly difficult to read for people with print disability, especially those with central visual-field defects. Where possible, spacing should be even and not dense.

- Spacing between lines of text should enhance the clarity of the text and not make it look too busy. Many people with mild print disabilities have difficulty finding the start of the next line whilst reading, so spaces between words should be consistent.
- Text should be justified to the left-hand margin to retain legibility and neatness. Justifying left and right margins results in wide and variable spaces between words, and therefore should be avoided unless right justification can be accomplished without causing greatly uneven spacing within the text line.
- Indented paragraphs should be avoided. Indenting paragraphs may result in difficulty in finding the first word of the paragraph as the left margin is used to orientate the reader.
- A wide binding margin is especially helpful in books and other bound material, as it makes it easier to hold the volume flat. Many visual aids, such as stands and video magnifiers, are easiest to use on a flat surface.
- The colour contrast of type to background, either dark on light or light on dark, is to be high. The clearest colour combinations are black and white. Dark text on light background is ideal. However, light (white or yellow) letters on a dark (black) background is acceptable and is more readable than dark letters on a light background. To retain legibility, a high contrast between light and dark should be maintained (a 70% contrast is recommended). A readable combination might be dark text on a light pastel background, while a less readable choice would be pink on a blue background. The use of other different colours should be restricted for larger or highlighted text, such as headlines and titles.
- The colour contrast of drawings or other illustrations to background is to be as high as the type contrast.
- Photographs meant to convey information should have a wide range of grey scale variation.
- Line drawings and floor plans are to be clear and bold, with only necessary detail and minimum 8 point type.
- No type or illustrations are to be printed over other designs, photographs, graphics or text.
- Ink coverage is to be dense.
- A glossy finish can reduce legibility because many people with print disability have difficulty with glare and light reflecting off glossy paper. A matt stock is recommended and dull-coated stock is acceptable. Ensure paper has sufficient enough weight to avoid show through on pages printed on both sides.
- Type is to be oriented horizontally not vertically.
- If your publication does not meet all of the above criteria, you must provide a separate, large-print version of this publication.

- The large-print version shall meet all of the following criteria:
 - type size minimum 18 points
 - for 18 point type there must be a minimum of type 4 points of leading between lines
 - sans serif or simple serif typeface
 - the main body of text is to be set in capitals and lower case
a maximum of 50 characters (average) are to be used per line
no oblique or italic typefaces to be used
 - underlining should not connect with the letters being underscored
 - no broken letters to be used
 - ink coverage is to be dense
 - the colour contrast of typeface to background, either dark on light or light on dark, is to be high (a 70% contrast is recommended)
 - the colour contrast of drawings or illustrations to background is to be as high as the type contrast
 - photographs should have a wide range of grey scale variation
 - line drawings or floor plans are to be clear and bold, with limited detail and minimum 14 point type
 - no type or illustrations are to be printed over other designs, photographs, graphics or text
 - stock is to be off-white or natural with matt finish (maximum size 210 mm x 297 mm [A4])
 - paper is sufficient weight to prevent show-through printing
 - margins are to be flush left and ragged right
 - no hyphenation is to be used at ends of lines
 - gutter margins are a minimum of 22 mm and outside margins smaller but not less than 13 mm
 - document has to have a flexible binding, preferably one that allows the publication to lie flat
 - the printed material is to be available in a word processing format, such as on disc text file (.txt) format. Note: Portable Document Format (.pdf) is generally not accessible for people who use screen readers.
- The printed material is also to be available in Grade 2 Braille. (For those materials available on demand, such as information in the Visitors Centre, two copies should always be available. For those materials ordered by phone or letter, a statement in them that Braille copies are available in the same turnaround time as regular print is sufficient.)

2.1.2 Large Print

The large print guidelines listed below should be read in conjunction with section 9.1.1.

- Large print font size should be at least 18 points.
- Line drawings or floor plans should be clear, bold, with limited detail and a minimum of 14 points in size.
- A typeface without serifs is the most readable. Sans serif fonts include Arial, Helvetica and Swiss.
- Bold and underlining should be used to highlight specific sections in the text, such as headings, quotations or crucial areas that need identifying. Italics should not be used under any circumstances as this distorts the typeface, making information potentially difficult to read.
- Line spacing within the print that allows spacing between lines of print of at least 1¹/₄ spaces is preferable.
- Large print headings and subheadings should be larger and bolder than regular large print text. Bold or underlined text can be used in these instances.
- Paragraphs in large print should be block style and use 25 mm margins. The left margin should be justified and the right-hand margin should not be justified. There should be no indentations to delineate paragraphs.
- Where possible, columns and divided words should be avoided.
- To increase readability, black print should be used on white, ivory, cream or yellow paper with a dull finish to avoid glare.
- Large print should not be used over a background design or other graphical material, as it will be too hard to read.
- Large print materials that are highly graphical in nature, such as maps, graphs and charts, should adhere to the guidelines outlined earlier regarding size of print and font used.
- Paper size should be no larger than 210 mm x 297 mm (A4 paper size).

2.1.3 Braille

Printed material should also be provided in Grade 2 Braille. For those materials available on demand, such as information in the Visitors Centre, two copies should always be available.

2.1.4 Electronic Documents

The following guidelines should be followed when producing electronic documents:

- Style sheets should be used for titles, headings and paragraphs of text to provide structure to a document. Styles allow you to pre-set all formatting options such as the font, spacing, bold and italics. Once the file is exported to a rich text format (RTF) it will then be accessible to a wider range of screen-reader users on different operating systems.
- Create a table of contents to provide orientation and quick navigation to sections of a document.
- Avoid text boxes. Text boxes are inaccessible to screen readers.
- Table layouts should only be used if they make sense when created in a linear format and when headings used for columns are contained within the same table cell as the associated text or information. This is because screen readers read across the page table cell by table cell.
- Columns are difficult for cognitive impaired and screen-magnifier users to navigate. Never make columns discontinuous (in other words, never continue a column several pages later).
- Use footnotes rather than endnotes. Font size for footnotes is often small and may have to be manually reset.
- Use relative positioning for all graphs, diagrams and images to ensure that they stay with the appropriate heading or paragraph if the text is resized. If a document is going to be created as a PDF file, then add a text equivalent to all graphs, diagrams and images.
- RTF enables the user to exchange text files without losing the format of the source document. It is usually the preferred format, as files can be transferred between different desktop publishing programs, word processing programs and operating systems.
- PDF files are read only and can only be viewed in Adobe Reader. PDFs preserve fonts, images, graphics and the layout of any source document and are ideal for printing exactly as the author intended.
- It is only possible to make PDF documents fully accessible with Acrobat 5 or 6. It is preferable to create documents of a complex nature in HTML as less work is required to achieve the same level of accessibility.
- Documents are not automatically accessible to screen readers and may require conversion tools. To make the content in the PDF more accessible, provide an HTML version or a Microsoft Word version in addition to the PDF file. If this is not possible, create a tagged PDF file. Adobe has built in support for converting well-structured Microsoft Office documents directly

into tagged PDF format. The document must first be marked up for accessibility. This means applying the structural elements as listed above, such as style sheets, and adding other elements as prescribed by Adobe.

2.1.5 Language that appropriately describes persons with disabilities should always be used, as follows:

Yes	No
People with disabilities	The handicapped, the disabled
People who are deaf or hearing impaired	The hearing impaired, deaf-mute
People who are blind or have low vision	The blind, the sightless
Wheelchair users	Those confined to wheelchairs, wheelchair bound
People with mobility impairments / disabilities	The crippled, the lame
People with cognitive disabilities	The retarded, the mentally deficient
People with mental illness or a psychiatric disability	Schizophrenic (as a generic), the insane
People with learning disabilities	Dyslexic (as a generic), the retarded

2.1.6 Content

- Text is to be written in clear, plain English (acknowledging the need for subject-specific, technical language in professional journals).
- Pictorial information should support the text.
- Information on access for people with disabilities is to be integrated into other service and venue information.
- If a separate access publication is required, it should make reference to other service and venue information.
- As with cultural and gender equity, where appropriate, information about the life experiences of people with disabilities is included in the content.
- When included, information regarding people with disabilities should use language that is correct and appropriate.

2.2 Website

- Design web pages to maximise accessibility to people with disabilities.
- Provide a text-based version of the website for users with a print disability.
- Provide meaningful text in the alt attribute of every graphic to describe the graphic and the message it intends to convey. Where a graphic is used as a link, a text link should also be provided.
- Provide descriptive comments to convey the information contained in photographic images.
- Ensure that the text is properly punctuated, as screen readers interpret punctuation for the reader.
- Provide an online HTML version of documents that are in Portable Document Format (pdf). PDF documents are not readily accessible to users with screen readers.
- Display links as vertical lists as they are more accessible to users with screen readers. Screen readers have problems distinguishing consecutive links on the same line.
- Provide separation between links where they have to be displayed consecutively. For example, use a minimum of two spaces to separate links.
- Offer a non-frame version if using frames, as this makes navigation of the site easier for people with low vision using adaptive technology.
- Provide a text transcript or subtitles of video clips for users who have low vision or a hearing disability.
- Avoid the use of animation that may trigger epileptic fits, for example spiralling, throbbing or flashing graphics or buttons.
- Avoid the use of blinking text as this may trigger epileptic fits and it can also cause problems for Braille or speech output.
- Be aware that while colour can be used to direct attention to important or time-critical information, indicate changes in status of data, differentiate between discrete types of information as well as convey similarity in information, this indicative information is subtle and not readily accessible to people with low vision.
- Avoid the use of red and green together to accommodate people with a colour disability.
- Avoid pop-up menus on the internet site as these are difficult to access for people with low vision.
- The colour, font and Accessibility Internet Options in Internet Explorer are very helpful in testing the readability of the website for someone with low vision.

National Transition Strategy for Websites.

- The NTS requires that all online government information be WCAG 2.0 Level A compliant, whether an internet, intranet, or extranet site. This applies to any domain owned or operated by a government.
- The following websites must conform to the WCAG 2.0 requirements:
 - websites either fully or partly owned and/or operated by a government agency
 - websites registered on a domain name, sub-domain, or sub-directory
 - websites which have a distinct look and feel (design), audience, and purpose
 - websites funded by government to disseminate government information.

2.3 Use of Symbols *

Any language accompanying the international symbols should focus on the accommodation or service, not on who uses it. For example: 'Ramped Entrance' may accompany the wheelchair symbol. This is important because not only do individuals in wheelchairs/mobility scooters use ramps, but so do people with baby carriages, luggage, etc. Language that fosters dignity is important too. For example, 'Reserved Parking' or 'Accessible Parking' may be used with the wheelchair symbol to indicate parking spaces designated for people with disabilities. Consideration should also be given to providing appropriate signage and areas for the parking of mobility scooters.

Part One

Access Guidelines, Facility Requirements within the Built Environment.

1.0 Access and Circulation to Buildings and Venues

1.1 Introduction

Access and circulation is the process involved when a person with a disability arrives at, enters, moves around and exits a venue or area. Circulation relates to the minimum floor or ground space required to accommodate a single stationary wheelchair.

This section is divided into the following:

- Principles
- Footpaths and Circulation Areas
- Walkways
- Vertical Access (Ramps, Stairways, Lifts and Emergency Provisions)
- Surfaces and Finishes
- Paving and Floor Finishes
- Wayfinding and Tactile Ground Surface Indicators
- Controlled Entries and Exits
- Doorways and Doors
- Amenities (Toilets, Showers, Accessible General Seating, Auditoria Seating, Enhanced Amenity Seating, Comparable Sightlines, General Seating, Drinking Fountains, Furniture, Fittings and Equipment).

1.2 Principles

Access to buildings shall be provided through the principal pedestrian entrance and not less than 50% of all entrances & (including the principal entrance) in accordance with NCC Building Code of Australia D3.2 Access to Buildings.

The continuous accessible paths of travel shall be the most commonly used and direct paths of travel. If for any reason this is not possible, an alternative route should be provided that is clearly signposted.

A continuous accessible path of travel shall extend to all amenities and levels in a building, unless to do so would contravene other codes or standards or impose an unjustifiable hardship.

The principal means of access to primary areas shall preferably be level, or have minimal changes in level using ramps or walkways rather than stairs.

In areas of large pedestrian movements, where changes in levels cannot be avoided, ramps or walkways shall be provided as part of the primary access route. Lifts should also be provided where possible as an alternative route to accommodate the smaller group of people who have reduced tolerance to activity and cannot negotiate long ramps or walkways which exceed 60 m in length. In areas of minor pedestrian movement, such changes in level can be accommodated by a lift which will accommodate small groups and not create problems of waiting times for lifts at peak times.

Where ramps or walkways cannot be provided to accommodate changes in level, a lift must be provided.

Some people with a disability have difficulty travelling distances. Therefore, all distances, such as drop-off and parking to entry, entry to seating and seating to support facilities, should be minimised. Preferably, travel distances should not exceed 60 m, but where they do, rest seating should be provided at no more than 60 m intervals.

Equitable access for people with disabilities shall be provided in all the stages of a development, including the master planning, design and construction, and operation of facilities.

Managers and operators of premises shall ensure management practices are in place to maintain the continuous accessible paths of travel. Specific guidelines for the operation of facilities should include access issues. For more details see section 8, Venue Management.

1.3 Footpaths and Circulation Areas

See also Section 5.3

All principal footpaths and circulation paths, and those that are expected to cater for a large number of people, shall be a minimum of 1800 mm wide to allow two wheelchair/mobility scooter users to pass. In other areas, provision shall be made for passing points at regular intervals to AS 1428 Parts 1.

Any services and amenities, such as waste bins and telephones, shall be provided adjacent to the required width of the path of travel so as not to provide an obstruction on footpaths and circulation areas such as a forecourt. Waste bins, telephones and the like shall have a maximum ground clearance of 300 mm at the front edge, to allow them to be detected by a person using a long cane. Where

this is not possible, hazard indicators shall be provided to allow detection.

1.4 Paving and Floor Finishes

All surfaces in an accessible path of travel shall be even and slip resistant in accordance with **AS/NZS 3661.2:1994** Slip resistance of pedestrian surfaces - Guide to the reduction of slip hazards

1.5 Vertical Access

Vertical circulation refers to ramps and associated gradients, stairways and lifts. It includes the detailing of landings, surfaces, handrails and the like and shall generally comply with AS 1428.1.

1.5.1 Ramps

Ramps, including interim landings, shall have a maximum length of 60 m, though walkways may be longer if necessary. All ramps to be in accordance with AS 1428.1, AS 1428.4.1 and BCA, D3.11, Ramps.

Where ramps are provided, adjacent stairs shall also be provided for those who have difficulty walking up or down ramps.

All ramps and walkways shall have a minimum width of 1800 mm to allow two wheelchair users and the like to pass. Handrails are to be provided on both sides as per AS 1428.1. For facilities specifically for children under 16 years a second lower rail as per AS 1428.2 is required.

When it is not possible to eliminate a kerb or single step having a maximum height of 190 mm, step ramps or kerb ramps are to be provided at a maximum gradient of 1 in 8 and maximum length of 1520 mm to comply with AS 1428.1.

1.5.2 Stairways

All stairways shall comply with the current Building Code of Australia, AS 1428.1 and AS 1428.4.1.

Where there are two or more steps, a handrail shall be provided on both sides.

A single handrail shall be provided on each side of stairways, at a height of 865 mm to 1000 mm above the tread at the nosing. A second lower rail is optional, except for facilities specifically for children under 16 years as per AS 1428.2.

A solid contrasting strip shall be applied to the tread at the nosing of each step. The width of each strip shall be in accordance with AS 1428.1 and BCA/NCC, D3.3. All stairs shall be slip resistant. Opaque risers are required. Spiral stairs shall not be included or used.

1.5.3 Lifts

As a minimum, lifts shall comply with AS 1735 Parts 1,7,8,11,12,14,15,16, Lift Installations and also BCA/NCC Part E3.6 Passenger Lifts.

A visual indicator shall be provided to inform a person who is deaf or hearing impaired that an emergency call has been received.

An audible indicator shall be provided to inform a person who is blind or has low vision that an emergency call has been received.

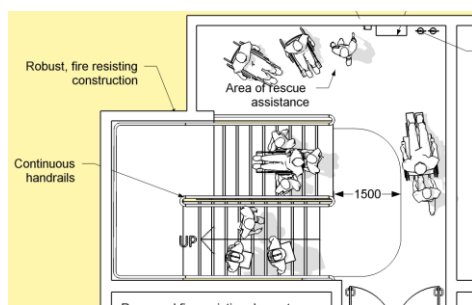
An audible indicator shall be provided to inform a person who is blind or has low vision at which floor the lift has stopped.

Where a stairway platform lifts is proposed, the minimum platform size shall be 1200 mm x 800 mm with end loading access only and shall include intercom systems and other relevant information at the entry landings to enable people to gain access to them.

1.6 Emergency Provisions

Either accessible emergency egress or a fire evacuation refuge area shall be provided. The minimum space in a fire isolated stairwell is 1300 mm x 800 mm outside the egress route. Fire evacuation areas shall be fire rated areas either:

- located within an exit, such as the entry landings of fire stairs
- adjacent to a path of travel but not obstructing the path of travel to an exit as a fire-isolated compartment
- a home (Sole Occupancy) unit which acts as a fire-isolated compartment in a residential type development
- external to a building
- open space on the roof of a building or
- BCA/NCC, DP.7 Lifts, ABCB Guideline, Lifts Used During Evacuation.



Indicative Diagram only.

Management plans for emergency procedures shall include assistance for people with a disability. It is recommended that suitable emergency evacuation devices be provided to assist people to be carried in a stairwell.

Often it is not possible for people who are deaf or hearing impaired to hear emergency alarms or announcements, especially where there is high background noise. A suitable visual system shall be provided in principal areas to allow people who are deaf or hearing impaired to respond to emergencies. This shall include the use of scoreboards or video screens where provided to be in accordance with AS 1428.5, Design for access and mobility - Communication for people who are deaf or hearing impaired and BCA/NCC D3.6 Signage.

1.7 Internal Circulation

All surfaces and finishes shall comply with AS 1428.1.

Wall surfaces with a low gloss level shall be used since high-reflective surfaces can provide disorientating images for people who are blind or have low vision.

Particular consideration shall be given to lighting uniformity to ensure that unevenness and glare do not accentuate problems for people who are blind or have low vision.

1.8 Wall and Floor Finishes

All paving shall comply with AS 1428.1.

Where it is technically not possible to achieve a non-bevelled edge, a bevel of up to 3 mm width and 3 mm depth is permissible.

The type of paver, location and gradient shall be chosen to minimise the chance of moss growth or other circumstances that may cause the pavers to become slippery.

Where non-complying pavers are required because of other factors, such as the presence of trees, they can be used, provided a suitable

path of travel in complying pavers is provided through the area involved.

The design of drainage or tree grates is to meet the requirements of AS 1428.1 and have openings not more than 13 mm wide, with the elongated sections transverse to the main dominant direction of travel.

Highly polished, glazed or glossy surfaces shall be avoided where these will cause reflection and slippage problems.

Where carpet is used, it shall be securely attached, with any backing providing a firm surface and the pile with a level cut not more than 6 mm high.

1.9 Wayfinding and Tactile Ground Surface Indicators (TGSi)

A means of enabling independent travel shall be provided for people who are blind or have low vision. This shall continuously connect the main transport access points to the public entrances to each venue, and must include the principal entrance.

The means of enabling independent travel can include the following:

- raised kerbs with adequate luminance contrast
- walls, fences and handrails
- building elements with adequate luminance contrast
- tactile ground surface indicators (TGSi)

Where TGSi are used, they shall comply with AS 1428.4.1 and BCA D3.8, Tactile indicators.

1.10 Access Controlled Entries and Exits

Controlled entries and exits shall include turnstiles, checkouts, ticketed entry points, security or accreditation points, gateways and exit points.

All accessible controlled entries and exits shall comply with AS 1428.1 and AS 1428.2. Access to all buildings shall be in accordance with BCA/NCC, D3.2, Access to buildings.

Barrier mechanisms shall automatically move out of the way as persons enter, to provide clear access without contact. Roll bars are generally not considered acceptable.

Where an entry or exit is not accessible, signage shall be used to clearly indicate the accessible entries and the distance to them.

Signs shall use the international symbol of access and shall be located to comply with the specification of the BCA/NCC D3.6 and AS 1428.1. Signs are to include Braille, and the tactile characters must be raised or embossed to comply with the BCA/NCC Specification D3.6 and Part D3.6, Signage.

1.11 Doorways and Doors

All doorways and doors shall comply with AS 1428.1, and a minimum clear door opening of 850 mm is to be provided in line with the DDA and BCA/NCC, D3.2 Access to Buildings.

Where entry doors, hotel room doors to accessible units and other doors on an accessible path of travel are required to provide a force to meet fire regulations then a powered door opener shall be installed with either, push button or swipe card activation. Automatic doors are preferred, especially at principal public entries.

Door leaf / leaves shall have a minimum 30% luminance contrast with the frame or adjacent wall. This includes framed glass doors in glass walls. Unframed glass doors and sidelights shall be clearly marked for the full width with a contrasting solid line not less than 75 mm wide at a height of 900 mm to 1000 mm above the plane of the finished floor level. The contrasting line must be detectable from both sides and under any lighting condition.

Where any door is maintained in a hold-open position, it is recommended that the leading edge be luminance contrasted to assist with hazard identification of the protrusion into the adjacent path of travel.

Push plates shall be provided on push open doors.

Where used, door closers shall be adjusted to meet as closely as practicable. The force required to operate shall be as per the recommendations in AS 1428.1.

2.0 Amenities

2.1 Introduction

Amenities include all the facilities that assist a person to use the building or facility, such as seating area, telephones and toilets.

This section is divided into the following sections:

- Principles
- Toilets
- Showers

- Accessible Auditorium Seating
- Enhanced Amenity Seating
- Comparable Sightlines
- General Seating
- Drinking Fountains
- Furniture, Fittings and Equipment.

2.2 Principles

Amenities shall be equitably provided and designed to allow a person with a disability to independently use them.

2.3 Toilets

Accessible toilets shall be provided in accordance with AS 1428.1 and BCA F2.4 Accessible Sanitary Facilities.

Soap dispensers in all accessible toilet areas shall be operable by one hand and located to avoid creating drips on the floor in the critical circulation space.

Portable or temporary accessible toilets shall comply with AS 1428.1, and a backrest must be provided with the WC pan. Move to Part 2 of the Guidelines.

2.4 Showers

All showers shall comply with AS 1428.1 and BCA, Part F2, Sanitary and other facilities.

Accessible showers shall include a bench in an adjacent dry area with luminance contrast.

2.5 Swimming Pools

All swimming pools are required to be accessible under BCA/NCC, D3.1, Table D3.1: Requirements for access for people with a disability shall comply with BCA/NCC, Part D3.10, Accessible water entry/exit for swimming pools.

2.6 Accessible Auditorium Seating

All wheelchair-accessible auditorium seating shall comply with AS 1428.1 and BCA/NCC, D3.9, Wheelchair seating spaces in Class 9b assembly buildings.

Operationally, people with visual or hearing difficulties may also need to sit close to the stage area or near speakers where amplification is provided. Some of these patrons may also require wheelchair spaces.

2.7 Enhanced Amenity Seats

Enhanced amenity seats have additional space in front of and to one side of the seat to provide greater space for those with mobility impairments or the elderly who do not use wheelchairs, as this space can accommodate a companion animal or mobility aid.

Enhanced amenity seats are to be provided in addition to wheelchair positions. These should be equitably distributed and located at the ends of rows and up or down as few steps as possible. The number of seats to be provided is to be determined on a case-by-case basis.

2.8 Comparable Sightlines

Comparable sightlines provide the same sightline for a person seated in a wheelchair as the person in front when they stand up.

Comparable sightlines shall generally be provided to all wheelchair positions and should be considered on a case-by-case basis.

2.9 General Seating

Seats in public areas, provided for rest, waiting and the like in public spaces shall have backs and armrests – refer to AS 1428.2. Seats shall be stable when downward pressure is put on the armrest.

2.10 Drinking Fountains

Where drinking fountains are provided, they shall comply with AS 1428.2, with the exception of the height to the front of the bowl, which shall be 895 mm.

2.11 Furniture Fittings and Equipment

All furniture fittings and equipment shall comply with AS 1428.2.

All counters shall be accessible unless Work Health and Safety (WH&S) or other operational requirements preclude this, in which case a width of at least 800 mm of counter shall be accessible.

Accessible counters and tables shall provide a height of 830-870mm with an underside clearance of at least 800-840mm for a depth of at least 620mm.

Tables and the like shall provide access for wheelchair users. All tables shall be stable when downward pressure is placed on the edge.

3.0 Communications

3.1 Introduction

This section covers communications, whether visual, aural or tactile, and all exchange of information.

This section is divided into the following sections:

- Principles
- Hearing Augmentation
- Lighting
- Signage
- Tactual Maps
- Way finding.

3.2 Principles

All communication systems shall be accessible by all people with a disability, including those who are blind, have low vision or a hearing, mobility or intellectual impairments.

Good-quality communication systems will benefit all people, and to an extent, those from non English speaking backgrounds, especially in crowded areas.

3.3 Hearing Augmentation

Hearing augmentation uses alternative or enhanced means of communication to assist people who are deaf or hearing impaired and includes assistive listening systems (ALS), audio, visual and tactile methods. Hearing augmentation is to be provided appropriately to each setting. ALS are the main methods of providing augmentation by enhancing speech clarity through transmitter and receiver systems. Visual images and text, flashing light, vibrating alarm systems, telephone typewriter (TTY's) and sign language, are also used.

An assistive listening system shall be provided to all venues complying with AS 1428.1 and 2 and SHHH (Self Help for Hard of Hearing Australia Inc) advice shall be provided to all venues. AS 1428.5 Hearing Augmentation, has been developed for

Communication for People who are Deaf or Hearing Impaired. This Standard should also be complied with.

An assistive listening system, ALS (which may be an audio frequency induction loop system, modulated radio system or infrared system) shall be provided in public areas so that people who are deaf or hearing impaired have equal participation in all activities.

This shall include:

- an induction loop must be provided to a minimum of 80% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/NCC D3.7, Hearing Augmentation.
- a receiver system must be available to a minimum of 95% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/NCC D3.7, Hearing Augmentation.
- in a conference room, auditorium, assembly area, meeting room and the like
- any area with an amplification system
- at least one ticket booth, reception and enquiries counter or the like where the service provider is screened from the customer.

In addition to the permanent systems, at least one portable system shall be provided for use in other areas as required.

Signage using the international symbol for deafness shall indicate that an assistive listening system is provided, the type of system provided and which part of the auditorium is covered.

In the event of an emergency any scoreboard or video screen capable of displaying public announcements is to be used to supplement the public address system.

Similarly, in isolated areas within buildings, such as accessible sanitary facilities, visual alarms shall accompany any auditory warning system.

Assistive listening systems are to be regularly maintained in working order and to be tested prior to each event.

Where live-time information and 'live sites' are in use and as appropriate, the following are to be provided and advertised:

- FM induction systems
- PA system and hearing loop
- captioning on some scoreboards and video screens

- closed captioning for live broadcast.

3.4 Lighting

A uniform level of light to eliminate shadows shall be provided along the main accessible pathways. This shall be glare-free with a minimum level of 50 lux at ground level.

The design and detailing of lighting shall eliminate glare, illuminate signage and highlight changes of level.

Illuminance levels shall be uniform and comply with the requirements for maintenance illumination in all internal circulation spaces, including publicly accessible areas. A minimum illumination of 40 lux, uniformity of no less than 0.3 and an average maintained value of 120 lux shall be provided.

3.5 Signage

All signage shall comply with AS 1428. Parts 1, 2 and BCA, Parts D3.6 Signage, Specification D3.6 Braille and tactile signs.

Braille and tactile signage shall be designed and installed in accordance with Specification D3.6 of the current NCC Building Code of Australia.

All signage shall be clear and legible, and incorporate the appropriate international symbols. To assist legibility, international pictograms shall be used in addition to words. This requirement may assist persons that may not be familiar with the English language.

Tactual signs shall be provided where signage is provided in key locations, including entrances, exits, lifts, sanitary facilities and areas with hearing augmentation.

Directional signs shall be provided at regular intervals, but at least at every major change of direction where there is more than one path of travel. These signs shall include distances to the next destination.

The colour of signs and lettering shall be chosen to enhance the legibility of the signs and have a minimum 30% luminance contrast.

Recommended colour combinations are:

- white on black
- yellow on black
- white on blue to AS 1428.1.

Font styles shall be simple, clear and easy to read, such as Helvetica. Sans serif fonts are preferred to serif fonts.

Backlit signage shall ensure there is no glare factor. Where signs cannot be backlit, they are to be externally illuminated to a minimum average level of 50 lux.

All signs shall be of a non-reflective, non-glossy surface to avoid reflective glare and ensure readability.

Tactual signs shall repeat the primary signage and be mounted at a height of 1200 mm to 1600 mm above the ground. Tactual signs shall use enlarged raised print and Braille, internationally recognised symbols, in accordance with AS 1428.1. Luminance contrast shall be a minimum of 30%, with Braille signage integrated in each sign. Raised lettering shall comply with D3.6 and Specification D3.6 of the BCA/NCC.

Clocks should be at least 1350 mm in diameter, backlit, with a white opaque background. Hands and numerals should be formed in bold black characters for ease of reading.

All public domain egress signs shall clearly show the directions to public transport, venues and major destinations.

3.6 Tactual Maps

Hand-held tactual maps may be of assistance to some users who are blind or have low vision. In the public domain, tactual maps provide general orientation to venues and facilities.

4.0 Access Requirements for Purpose Built Facilities

4.1 Introduction

All purpose built facilities are to be provided with continuous accessible paths of travel and circulation spaces complying with AS 1428.1 and 2, BCA/NCC, D3.2, Access to buildings and D3.3, Parts of buildings to be accessible from points of arrival, including links to public transport and parking, to the principal entrances and all public areas.

Main entry routes should be planned to suit all facility users (common entries) and should be direct, providing as short a path of travel as practical. All signage and wayfinding should be clear and comply with BCA/NCC requirements to assist people with sensory loss and intellectual impairment.

All buildings are to include equitable provision of accessible parking and accessible sanitary facilities. Facility fit-outs should include counters in reception, tea-making areas and the like to meet the design requirements of AS 1428.1, 2 and the BCA/NCC, Parts D3.5, Accessible carparking and F2.4, Accessible sanitary facilities.

4.2 Facilities for Children

A continuous accessible path of travel and circulation spaces complying with AS 1428.1 and BCA/NCC, D3.2 are to be provided from points of arrival to the principal entrances and all public areas of facilities which are purpose built to include use by children under 16 years of age. The paths of travel are to include the required minimum width to allow for people using wheelchairs (may include a child or parent / carer) to pass. (As detailed in Section 3.)

All ramps and stairs are to have handrails to comply with AS 1428.1 and to be provided at two heights 665 mm to 700 mm and 865 mm to 900 mm above the finished floor level.

A unisex accessible sanitary facility to comply with the design requirements detailed in Section 3.3 Toilets is to be provided with any gender-specific facilities. A combined unisex accessible sanitary facility with a shower, complying with the design requirements detailed in Section 3.4. Showers, is to be provided where a shower is provided with any gender-specific facilities.

The base building design of facilities which are purpose built to include use by children under 16 years of age shall effectively adopt the principles and guidelines for access provision as detailed for other facilities in these guidelines. In addition, the design is required to meet the specific requirements of the Department of Community Services (DoCS) Children's Services Regulations as appropriate.

Within these accessible, child-safe building frameworks the specific needs of children with individual access requirements can be provided or minor modifications to areas made: for example, the addition of equipment such as change tables or toilet supports in accessible sanitary facilities or the raising or lowering of individual benches or desks in classrooms to facilitate use as specifically required.

4.2.1 Schools

Continuous accessible paths of travel and circulation spaces with the required minimum width to allow for two wheelchair users to pass and complying with AS 1428.1 and BCA/NCC, D3.2 are to be provided from points of arrival including public transport stops and parking to:

- the principal entrances, reception and sign-in areas in accordance with BCA/NCC, D3.2, Access to buildings
- principal's office, staff room and at least one interview or meeting room
- any unique assembly, congregational, sporting, display or performance areas

- all classrooms where possible, or at least one of each unique-use facility.

All ramps and stairs are to have handrails to comply with AS 1428.1 and to be provided at two heights 665 mm to 700 mm and 865 mm to 900 mm above the finished floor level.

A unisex accessible sanitary facility to comply with the design requirements detailed in Section 3.3 Toilets is to be provided with any gender-specific facilities. A combined unisex accessible sanitary facility with a shower to comply with the design requirements detailed in Section 3.4 Showers is to be provided where a shower is provided with any gender-specific facilities.

The reception and sign-in counter are to have an accessible section with a height of 850 mm \pm 20 mm above the floor. The reception counter is to have an accessible section with a width of 800 mm.

Tea-making facilities for staff are to include the sink tap handle and faucet and a general purpose outlet (GPO) within 300 mm of the front of the bench.

4.2.2 Childcare Centres

Continuous accessible paths of travel and circulation spaces complying with AS 1428.1 are to be provided to the principal entrances, reception and sign-in areas, director's office, staff rooms, at least one interview or meeting room and any performance areas in accordance with BCA/NCC, D3.2, Access to buildings.

The paths of travel are to have the required minimum width to allow for two wheelchairs or double strollers to pass.

All ramps and stairs are to have handrails to comply with AS 1428.1 and to be provided at two heights, 665 mm to 700 mm and 865 mm to 900 mm, above the finished floor level.

A combined unisex accessible sanitary facility with a shower as detailed in Sections 3.3 and 3.4 is to be provided.

The reception and sign-in counter are to have an accessible section at 850 mm \pm 20 mm above the floor for a width 800 mm.

Tea-making facilities are to include the sink tap handle and faucet and a GPO within 300 mm of the front of the bench.

4.3 Residential Developments / Visitable, Adaptable and Universal Design Housing

Equitable access is to be provided to all new housing developments to ensure that residents and visitors can access apartments, parking and communal use areas. Any communal room or recreational facility shall be accessible and comply with the appropriate design requirements detailed in Section 3 Amenities.

These Guidelines outline the requirements for all multi-unit residential development to provide;

- Visitable Access to 60% of units.
- Adaptable Housing to at least 10% of all units to a minimum of class B of AS4299. *All essential, and minimum 50% of desirable features incorporated, including all those notated 'first priority'.*

4.3.1 Visitable Access

All residential developments are to include the opportunity for continuous accessible paths of travel and circulation spaces complying with AS 1428.1 and BCA/NCC,D3.2, Access to buildings with links from points of arrival, including public transport and parking, to all principal entrances, common use areas and facilities.

The paths of travel through common domain areas, including all pathways and corridors, are to have the required minimum width to allow for two wheelchair users or similar to pass. All doors and floors in these areas are to have a colour contrast of at least 30% to the walls.

60% of apartments included in each development are to be designed within universal design principles and so as to be visitable by people with a disability. That is where all living areas, including outdoor spaces (such as a courtyard, balcony or terrace), are accessible at the time of initial construction and include circulation spaces and clear door openings to meet the requirements of AS 1428.1.

A toilet on an accessible path of travel and with circulation spaces meeting the requirements of AS 4299 Adaptable Housing 1995 (proposed to become AS 1428.8) is to be provided at the time of initial construction.

4.3.2 Adaptable Housing

Adaptable apartments are to be included in each development providing a mix of future accessible one, two and three bedroom apartments for people with disabilities, older people and families with children.

Adaptable apartments are to be detailed in pre- and post- adaption drawings and documentation provided to facilitate the future modification of areas for inclusion of accessible features cost effectively if and when required.

Adaptable apartments are to be distributed equitably, providing a choice of levels, aspect and price range.

At the time of construction the adaptable apartment is to be provided with the following:

- the entry door and at least one bedroom and one bathroom and the laundry are to include circulation spaces to meet the requirements of Adaptable Housing (currently AS 4299) and including minimum clear door openings of 850 mm
- the bathroom is to include a WC pan located adjacent to a fixed wall to allow for future installation of grabrails; a shower recess which does not have a hob; and walls that can accommodate grabrails
- floor surfaces are to be slip resistant
- adequate storage space is to be provided for discrete accommodation of mobility equipment
- the kitchen is to include a wall oven and adjacent bench space and designed to allow for future modification to meet all requirements of Adaptable Housing (currently AS 4299)
- light switches, power points and other controls shall be installed in accordance with AS 4299
- all outdoor spaces, such as a courtyard, balcony or terrace, are to have the potential to be modified at minimal cost to be accessible
- private parking space that complies with the requirements for Adaptable Housing (currently AS 4299)
- a continuous accessible path of travel complying with the requirements of AS 1428.1 is to be provided to an accessible private parking space; accessible letterbox; accessible garbage and recycle disposal; additional storage where provided; and all common use facilities, such as a swimming pool, gym, barbecue and equitable use of landscaped areas.

4.4 Hotels and Accommodation

Hotel, serviced apartments and short-term accommodation developments are to include continuous accessible paths of travel and circulation spaces complying with AS 1428.1 and the NCC Building Code of Australia D3.1, D3.2 and D3.3 from points of arrival, including public transport and parking, to all principal entrances, common use areas and facilities such as reception,

lounges, restaurants, bars, function rooms and unique facilities, such as barbecue areas, swimming pools and gyms.

The paths of travel, including all pathways and corridors, are to have a sufficient width or passing bays to allow for two wheelchair/mobility scooter users to pass.

Where sound amplification or public address systems are used in auditoria or the like, a listening system to aid people with hearing impairment is to be provided. Provision should be made for the inclusion of visual emergency alarms for patrons who are deaf or hearing impaired.

A unisex accessible sanitary facility with a design that meets the requirements detailed in Section 3.3 Amenities is to be provided wherever toilets for the public are provided. In areas of high use, such as function areas, a sanitary facility for people with ambulant disabilities complying with AS 1428.1 is to be provided in the gender-specific facilities. Where showers are provided for public use, a unisex accessible sanitary facility is to include a shower.

Facilities for staff are to include equitable provisions for people with disabilities, including parking, unisex accessible sanitary facilities, tea break facilities and workspaces linked to an accessible path of travel.

Accessible units are to be distributed equitably, and a minimum of one family unit with an accessible bedroom and bathroom is to be provided in all developments.

All accessible units are to be in accordance with the NCC Building Code of Australia, Part D3, Access for People with a Disability, Table D3.1: Requirements for access for people with a disability.

Where parking is provided for guests, an accessible car space is required to be provided in accordance with the NCC Building Code of Australia, D3.5 Accessible carparking, Table D3.5, Carparking spaces for people with a disability. Consideration may also be given to providing mobility scooter recharge facilities and parking areas.

All accessible units which include outdoor spaces (such as a courtyard, balcony or terrace) are to be provided with an accessible path of travel to these areas.

All accessible units are to be provided with the following:

- all doorways with a clear opening of 850 mm and circulation space complying with AS 1428.1. Doors and lever handles are to be clearly identified with a minimum 30% luminance contrast with the surrounding surfaces. All controls are to be operable with one hand and shall not require tight grasping or twisting of

the wrist. Controls are to be located at a height above the finished floor level to meet the requirements of AS 1428.1

- one bedroom capable of accommodating a queen-sized bed or twin beds is to include circulation space to provide a minimum of 1200 mm to any obstruction on the side of the bed and a diameter of 1540 mm at the base of the bed
- one bathroom with circulation space for the WC pan, basin and shower complying with AS 1428.1. All fittings, including grabrails, are to be provided to comply with AS 1428.1, including an accessible vanity basin with a shelf
- floor surfaces are to be slip resistant, stable and traversable by people using mobility equipment
- adequate storage space and a GPO for recharging is to be provided for mobility equipment, such as a wheelchair, scooter or portable hoist. Cupboards and drawers are to be provided with 'D' pull handles and within a reach range of 380 mm to 1120 mm for a front approach and 230 mm to 1350 mm for a side approach for a shelf 300 mm deep. The zone of common reach for an ambulant person with disabilities and wheelchair users for a shelf or counter 300 mm to 400 mm deep is 700 mm to 1200 mm above the floor. Adjustable shelving is best so that it can be arranged to suit the individual; however, drawers or slide out baskets are recommended. Clear floor space must be provided in front of storage cabinets, shelves, cupboards or drawers of not less than 800 mm x 1300 mm that allows either a forward or parallel approach by a person using a wheelchair
- an accessible desk is to be provided of at least 900 mm length at a height of 750 mm to 770 mm with an underside clearance of 730 mm to 750 mm for a minimum depth of 620 mm
- a stable chair is to be provided with a seat height of 400 mm to 450 mm and backrest of 750 mm to 790 mm above the floor; armrests 260 mm \pm 40 mm above the seat and a seat depth of 400 mm to 450 mm
- the bed is to have an underneath clearance of 150 mm for use of a portable hoist. The height of the mattress top shall be not less than 480 mm and not more than 500 mm above the floor when compressed by a weight of 90 kg
- a telephone and controls for operating the radio, TV, air conditioning and lights shall be accessible from the bed
- a telephone to be provided by the bed, fitted with volume control, visual alert signal and built in hearing aid coupler
- large rocker style switches are preferred and are to be provided with contrast with the surrounding surface. Two-way light switches at the room entry and bed, GPO, telephone and data outlet are to be provided at 900 mm to 1100 mm above the floor. An illumination level of at least 300 lux is to be provided throughout and additional task lighting provided

- emergency warning systems are to include audible, visual and vibrating alarms. Evacuation instructions are to be provided with raised, tactile and Braille equivalent
- where a kitchenette is provided, the bench, sink, General Purpose Outlet and appliances are to be accessible
- where a laundry is provided, the tub and any appliance are to be accessible. A securely fixed drop-down ironing board is recommended.

5.0 Public Domain and Outdoor Access

5.1 Introduction

Access as a basic human right extends to the built aspects of the outdoor environment. It includes external paths and links to facilities, and venues and buildings, as well as access to parks and outdoor venues and experiences.

5.2 Principles

Key elements of access in the outdoor built environment include the provision of:

- footpaths that provide a continuous accessible path of travel with links to accessible parking and transport facilities, accessible sanitary facilities and unique built features, such as swimming pools and picnic areas
- accessible nodes which facilitate an experience of an outdoor area which is the same as or as similar to that offered to other users in high conservation areas and the like
- accessible parking spaces, set down areas and bus parking areas
- accessible rest seating
- information both off- and on-site with regard to distances, surfaces, gradients and key features on walking tracks
- accessible sanitary facilities and accessible change facilities
- accessible outdoor furniture and fittings, such as waste disposal bins, drinking fountains, picnic tables, barbecues, play equipment and the like
- shelter at major nodes
- accessible viewing platforms or systems to create an alternative experience when aspects of the site are inaccessible owing to the topography, preservation of the area and the like.

5.3 Paths

Paths are required to be:

- maintained with surfaces that are hard or firm, even, tractionable, slip resistant and free of debris and tree roots
- clear of hazards such as furniture, signs and overhanging vegetation
- maintained with a 2000 mm clear vertical height from the path surface to any vegetation (measured when wet) or overhead hazard
- compliant with the requirements of AS 1428.1 and shall not include steps, but shall include complying ramps or walkways at changes in level and where the gradient is steep
- with a crossfall not exceeding 1:33 where the surface is a bituminous seal, but not exceeding 1:40 for other surface materials
- maintained with widths and passing bays to facilitate use by wheelchair users
- provided with adequate sightlines and signage to indicate when paths are shared with bikes
- provided with features to assist people who are blind or have low vision, TGSIs to comply with AS 1428.4.1, luminance contrast where appropriate and the like
- provided with ground abutting the sides of the walkway, which follows the grade of the walkway and extends horizontally for 600 mm, where no kerb and handrail are provided. Alternatively a low kerb edge may be installed complying with AS 1428.1.

5.3.1 Lighting.

See Section 3.4 Lighting.

5.3.2 Signage.

See Section 3.5 Signage.

5.3.3 Amenities.

See Section 2 Amenities.

6.0 Transport

6.1 Introduction

Infrastructure supporting transport systems shall comply with the relevant parts of the Disability Standards for Accessible Public Transport-2002 and BCA/NCC, Part H2, Public Transport Buildings.

6.2 Set down and Pick up Infrastructure – Buses, Taxis and Private Vehicles

Transport stops and drop-off areas shall be located as close as possible to buildings and venue entries in order to minimise travelling (walking and wheeling) distances.

Seating shall be provided at all public transport pick-up points, and other designated drop-off and pick-up points, to allow people to sit while waiting. Seats shall have backs and armrests.

Where bus shelters are provided, they shall be located so that they do not obstruct the circulation space required for the bus ramps.

Where bus shelters are provided, they shall include space for a person using a wheelchair/mobility scooter to wait under cover sheltered from the environment.

6.3 Parking

All car parking provisions shall comply with AS 1428.1 and AS 2890 Parts 1, 5 and 6.

In car parking areas, accessible car parking spaces shall be provided in accordance with BCA/NCC, D3.5, Accessible parking and Table D3.5, Car parking spaces for people with a disability or not less than 2% whichever is the greater. These spaces shall be located at the most convenient point for the users, taking into account proximity to:

- pedestrian entries and exits
- lifts and ramps
- accessible toilets
- pay stations.

Clear arrival, exit and directional signage legible in all light conditions shall be provided. The signage shall start outside the car park so that patrons are advised in good time which lane they should be in for accessible parking. Signage shall be provided at every internal change in direction.

At ticket issue, provision shall be made for people with limited reach and dexterity, and facilities shall be provided for a call for assistance to be made from the vehicle.

Where colour coding is used in multi-storey car parks in shopping centres to designate parking areas for example, a complementary alpha-numeric system shall also be provided for those with colour blindness.

All ground finishes, including painted signs, shall be slip resistant.

An international symbol of access as set out in AS 1428.1 and AS 2890.1 and 6 shall be provided on both the ground and vertically in front of each car space, no lower than 1500 mm above the ground/floor level so that it can be seen over a car.

At ticket validation points, all counters shall be a maximum of 850 mm (\pm 20 mm) high and a regularly maintained assistive hearing device shall be installed at all serving points. Assistive hearing devices assist people who have limited hearing capacity and wear a hearing aid.

Ticket issuing or validation machines shall comply with the access requirements, including those for location, reach and signage. Where exit from a carpark is automatic using a validated ticket, an attended booth should also be provided as an option for those who are unable to use ticket validation machines.

A reasonable time shall be allowed for a person with a disability to exit the carpark after ticket validation; the benchmark is 15 minutes.

Access provisions for the carpark exit shall be similar to, and consistent with, those for the carpark entry.

Booking procedures should be straightforward, accessible and conveyed to all staff and clearly stated in publicity material.

7.0 Venue Management

7.1 Introduction

Early planning, early consultation and continuous consultation along the way with SOPA staff will provide the key to smooth operations and ensuring that access for people with disabilities is equitable, dignified and adequate to all areas.

A fully complying built environment for events and facilities remains dependent on effective management strategies to facilitate accessibility. A regular comprehensive program of awareness of access provisions and effective communication are vital for both staff and patrons.

Events held regularly should include protocol developed from consultation with previous participants and previous management experiences to continually address access issues. Mechanisms for formal and informal feedback from staff, volunteers, spectators and participants should be developed.

7.2 Transport

Accessible transport including accessible parking spaces, accessible shuttles from park and ride services, and accessible taxi drop-off points should be addressed as a priority in early planning. Planning and operations should be across all transport agencies and providers to facilitate an integrated approach to services for people with disabilities.

Strategies are to be put in place to:

- minimise distances to travel and delays in frequency of accessible transport
- provide shade or shelter and rest seating at transport stops and taxi drop-off points and paths of travel
- provide accessible shuttles which may be required to transport people with disabilities and older people and up to two companions between transport terminals and venues
- provide accurate information on accessible transport provisions
- ensure staff and volunteers are aware of the provisions and can assist patrons efficiently to access these provisions.

7.3 Entrances

Accessible entries are to be provided:

- close to drop-off points and wheelchair loan centres
- on a separate pathway only where necessary to minimise distances patrons are required to travel.

Provide effective pedestrian flow and crowd management strategies that minimise queuing by:

- an adequate provision of entries in accordance with BCA/NCC, D3.2, Access to buildings and D3.3, Parts of buildings to be accessible
- providing clear way finding for patrons in accordance with BCA/NCC, D3.6, Signage and Specification D3.6, Braille and tactile signs
- monitoring pedestrian flow
- managing distances and waiting time by responding to individuals' needs.

Any crowd control system and temporary barricade shall avoid trip hazards to people who are blind or have low vision. The structure

throughout its length shall be detectable by a long cane. A barrier (not a rope and pole) that includes a rail or the like at a height of 300 mm maximum above the ground should be used.

7.4 Seating and Space Allocation

Wheelchair accessible seating positions shall be provided to allow an equitable choice of location, quality and price range. (See details for seating provision in Section 3.5 Accessible Auditorium Seating, BCA/NCC, D3.9, Wheelchair seating spaces in 9b assembly buildings.)

Where seating is not provided, appropriate advertising, staff training and flexible management strategies shall be developed to enhance all visitors' experience. Staff awareness and accurate provision of information about accessible seating is crucial. (Refer also to Section 8.15 Promotion and Ticket Sales.)

Provision for wheelchairs shall be made in accordance with BCA/NCC, Part D3.9, Wheelchair seating spaces in Class 9b Assembly Buildings.

All wheelchair accessible auditorium seating shall comply with AS 1428.1.

At events where there is fixed seating, wheelchair spaces with adjacent companion seating shall be provided in a range of ticketing prices or concessions and clearly identified at all events.

Accessible seating positions should allow users to sit in individual or paired positions, adjacent to fixed seating or in groups of between 10 and 20 spaces.

There shall be sufficient space for two wheelchairs users to pass on the way to accessible seating.

Comparable sightlines provide the same sightline for a person seated in a wheelchair as the person in front when they stand up.

Sightlines shall not be blocked by a railing, column or the like. Comparable sightlines should generally be provided to all wheelchair positions.

However, where the likelihood of the audience standing up is low and the impact on the remainder of the seating is high, an exemption may be considered.

Policies are to be developed for events in all permanent and temporary venues to hold the wheelchair seating spaces until at least seven days prior to the event being staged before any modification is made. After this time, up to 50% of unsold wheelchair

spaces can be replaced with infill seating for sale for the general public.

7.4.1 Viewing Areas

Accessible viewing areas are to be provided at relevant vantage points for all events to include spaces for wheelchair users and their companions, to be considered on a case-by-case basis. Areas are to be on hard stand and to be linked to an accessible path of travel.

Comparable sightlines shall generally be provided to all wheelchair positions and should be considered on a case-by-case basis. Comparable sightlines provide the same sightline for a person seated in a wheelchair as the person in front when they stand up.

Sightlines shall not be blocked by a railing, column or the like. Comparable sightlines should generally be provided to all wheelchair positions. However, where the likelihood of the audience standing up is low and the impact on the remainder of the seating is high, an exemption may be considered.

7.4.2 Enhanced Amenity Seats

Enhanced amenity seats shall have additional space in front of and to one side of the seat to provide greater space for those with mobility impairments who are not in wheelchairs, as this space can accommodate a companion animal or mobility aid.

Enhanced amenity seats are to be provided in addition to wheelchair positions. These should be equitably distributed and located at the ends of rows and up or down as few steps as possible. The number of seats to be provided is to be determined on a case-by-case basis.

7.5 Exhibitions and Displays

Exhibition displays, services, gallery openings and the like are to be accessible. Issues to be addressed include the provision of:

- adequate lighting over exhibits and display cabinets
- signage meeting the requirements of AS 1428.4.1 and BCA/NCC, D3.6 and Specification D3.6 to identify displays and information for people with sensory impairments, including Braille and tactile information
- information in a variety of formats, including an audio interpretation
- guided tours using a portable assistive listening system, such as a FM audio system for people who use hearing aids

- consideration of Auslan or signed interpretation to supplement voice presentation for people with hearing impairment. Adequate lighting is required for sign language interpretation.
- Consideration may need to be given to the use of visual signs and symbols to include people with poor literacy.

Ensure any stage or performance dais is accessible via an appropriate ramp or portable lift to allow dignified access to and from the stage. An adjustable height lectern or alternative wheelchair-accessible table may be required.

7.6 Concessions and Merchandising

Where the full counter at food and drink concessions and merchandising does not meet the requirements of AS 1428.2, an accessible lower counter is to be provided on hardstand in convenient locations, with complying wheelchair circulation spaces and linked to an accessible path of travel.

Accessible counters are to be identified with the international symbol for access.

7.7 Accessible Toilets

Accessible sanitary facilities are to be provided on hardstand and in convenient locations linked to an accessible path of travel. One unisex accessible sanitary facility is to be provided per 25 wheelchair spaces at all venues and live sites.

7.8 Signage

Signage and wayfinding is to be clear to allow people to move around independently with minimal distances to be travelled. Provide large-scale signs for large events with big crowds. Where possible, use electronic signage to provide updated information. Mobile signs shall not be located so as to reduce or block an accessible path of travel. (Refer to Section 9 Publications.)

Illuminate signs internally where possible. Signs are to include the international symbol for access, standardised pictograms and colour, colour contrast, appropriate size and font, and be located at an appropriate height. Braille may be required in some venues as well as symbol signage for those with poor literacy skills.

Directional signage to public facilities, including toilets, is to be provided at points of decision making, drop-off and arrival points, and is to include distances. Signage should start outside the carpark

so that patrons are advised in good time which lane they should be in for accessible parking.

7.9 Ticketing

Ticket issue or validation machines shall be accessible and linked to the accessible path of travel. At ticket validation points, all counters should be a maximum 850 mm high.

Controls, card slots and dispensing chutes are to be provided with a minimum 30% luminance contrast with the surrounding surface and easily operated by people with limited hand dexterity. Touch screens are not accessible for people who are blind or have low vision. The machines are to be positioned where glare or lighting does not cause reflection on any screens.

Where ticket windows are glazed, an assistive listening device should be installed and clearly identified with the international symbol for hearing.

7.10 Operations and Staff Training

Strategies are to include training for staff and volunteers on disability awareness and accessibility features specific to venues.

Consideration should be given to extending training to include all staff, senior management, police and security staff at large events to ensure all are aware of the need to provide an inclusive event which provides the same opportunities to all participants. Ensure staff are equipped with accurate, up-to-date information so that they can respond appropriately to people with disabilities.

Services need to be flexible in assisting people with disabilities, and a developed, contingency plan for a person requiring accessible seating, if seating hasn't already been allocated should be established.

Policies in regard to restricted items and restricted access to venues should take into account access requirements for people with disabilities.

Any temporary or designated storage of mobility equipment, wheelchairs, strollers and the like is to be in a secure and easily accessible area, and staff shall be familiar with procedures. Emergency evacuation procedures must accommodate access to this stored equipment.

Operations should be monitored to enable personnel on-site to respond quickly and appropriately to issues related to accessibility as they arise.

Supervisors of response teams should action routine maintenance and running repairs to ensure all facilities are in good order, including:

- audio equipment
- accessible toilets (and are also stocked with paper, soap and towels)
- pathways (not obstructed by temporary items) and
- surfaces (maintained free of debris) and
- signage (accurate and in the right location) and
- wheelchairs.

Employment and contracting of persons with disabilities with appropriate expertise adds value to the development of management strategies and operational plans.

Although access must be part of mainstream operations, for a large project an access consultant may be necessary to develop strategies appropriate to the base venue or facility design and to review additional requirements.

For a large project, an access hotline (with appropriately trained staff) shall to be provided before and during all major events to ensure the concerns of the public on matters regarding access are addressed.

7.11 Emergency Procedures

Emergency egress and management are to include equipment provision and staff training in evacuation procedures for people who are not able to negotiate stairs or who are unable to understand or hear auditory information or follow visual directions.

Emergency alarms are to provide audio and visual means of alerting people. A suitable visual system is to be provided in principal areas to allow people with hearing impairment to respond to emergencies. This may include the scoreboard or video screen.

7.12 Communications

Hearing augmentation is to be provided appropriately to each setting.

This involves using alternative or enhanced means of communication to assist people who are deaf or hearing impaired

and includes assistive listening systems (ALS), audio, visual and tactile methods of communication.

While ALS are the main methods of providing augmentation by enhancing speech clarity through transmitter and receiver systems, visual images and text, flashing lights, vibrating alarm systems, TTYs and sign language are also used.

An assistive listening system shall be provided to all venues complying with AS 1428.1 and 2 and SHHH (Self Help for Hard of Hearing Australia Inc) advice shall be provided to all venues. AS 1428.5 Hearing Augmentation, has been developed for Communication for People who are Deaf or Hearing Impaired. This Standard should also be complied with.

An assistive listening system, ALS (which may be an audio frequency induction loop system, modulated radio system or infrared system) shall be provided in public areas so that people who are deaf or hearing impaired have equal participation in all activities. This shall include:

- an induction loop must be provided to a minimum of 80% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/ NCC D3.7.
- a receiver system must be available to a minimum of 95% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/NCC D3.7.
- in a conference room, assembly area, meeting room and the like
- any area with an amplification system
- at least one ticket booth, reception and enquiries counter or the like where the service provider is screened from the customer.

In addition to the permanent systems, at least one portable system shall be provided for use in other areas as required.

- Signage using the international symbol for deafness shall indicate that an assistive listening system is provided, the type of system provided, and which part of an auditorium is covered.

Any scoreboard or video screen capable of displaying public announcements shall supplement the public address system in an emergency.

Similarly, in isolated areas within buildings, such as accessible toilets, visual alarms shall accompany any auditory warning system.

Where live-time information and “live sites” are used, the following are to be provided and advertised as appropriate:

- FM induction systems

- PA system and hearing loop
- Captioning on some scoreboards and video screens
- Closed captioning for live broadcast

7.13 Loan Services

Any wheelchair, electric scooter and stroller loan services are to be located conveniently to the accessible entry or shuttle stops and promotion of the services provided before the event.

7.14 Temporary Overlay for Events

A separate access strategy SOPA Access Guidelines (Part 2) Temporary Overlay for Events, has been prepared to ensure equitable access is provided to temporary facilities that does not create any barriers to existing accessible facilities. Some of the basic principles of this strategy require:

- conducting a walk-through of the venue to ensure that a complying continuous accessible path of travel has been provided to link all relevant facilities in particular:
 - parking or areas for transport drop-off and pick up including areas for mobility scooter parking
 - accessible viewing areas
 - participation at relevant vantage points.
- accessible facilities to be provided with adequate, clear, wayfinding signage, as described in Section 8.8 Signage, and seating signage as described in Section 8.4 Seating and Space Allocation
- location of structures and facilities at temporary venues to avoid any barrier to access to existing facilities, such as:
 - accessible path of travel to transport
 - entries
 - services, such as ATMs
 - toilet facilities
 - signage.

This includes the location of mobile concession carts or kiosks and temporary signage.

Particular attention is to be paid to preserving existing travel paths provided by the location of tactile ground surface indicators which have been provided for guidance for people who are blind or have low vision.

The following must also be considered:

- temporary overlay facilities must avoid any trip hazards (such as grates, drains, cables and plates, repair and maintenance, materials or structures) with an abutment of surfaces exceeding 3 mm.
- temporary venues are to have an accessible path of travel with adequate lighting and clear signage to all required accessible facilities from the points of arrival.
- for outdoor events in parklands with grass and undulating areas, the provision of a temporary overlay must be provided, including:
 - portable ramps
 - boardwalks
 - hardstand or a suitable slip resistant, stable surface traversable by people with disabilities.
- with the addition of overlay facilities, the following accessible features should be provided:
 - portable accessible toilets and / or showers as detailed above and linked to an accessible path of travel
 - additional rest seating with backrest and armrests at transport stops and drop-off points and at 60 m intervals on paths of travel
 - a portable hearing loop or other assistive hearing devices.
- clear wayfinding and signage, ensuring any temporary signage, light fittings, amenities or the like are located adjacent to the path of travel and provided with a minimum 30% luminance contrast.
- that any stage or performance dais is also accessible via an appropriate ramp or portable lift to allow dignified access to and from the stage.
- that staff have been trained in disability awareness and have accurate information on the venues, facilities available to assist people with disabilities.

7.15 Promotion and Ticket Sales

All promotional material should be provided in a range of formats and languages (large print, Braille, audio, accessible website) at the same time as publication of event information in general is made available. Information about accessibility should be included in all mainstream publications and communications, and provided well ahead of time to ensure maximum dissemination to the broader community. It is recommended that disability specific media, such as RPH Australia (radio reading services for people with a print

disability www.rph.org.au) be used. (Refer to Section 9 Publications.)

All ticket sales promotions for events, including websites, are to provide information on availability of spaces for wheelchairs, companions and enhanced amenity seats, maps and accessible transport options. Ticket sales information should be offered in a range of formats, by phone, print, Braille, website, email or fax. This information should take into consideration constraints applied under Section 8.4 Seating and Space Allocation of this document.

Ticketing operations are to include training of ticket call centre staff on disability awareness, including national relay service for people with hearing impairment and accurate promotion of seating options (including wheelchair spaces and carer and companion seating, enhanced amenity seating, seating with assistive hearing systems) and availability of pre-booked accessible parking and accessible taxi drop-off points.

It is recommended that ticket packages include maps for getting to the venue as well as getting around the site, including:

- the location of the accessible parking
- transport and taxi drop-off points
- gate and entrances
- wheelchair loan
- concession kiosks
- accessible toilets
- mobility scooter loan and parking areas.

Part Two

Access Guidelines, Temporary Overlay for Events.

1. Access Strategies

It is recommended that a separate access strategy be developed for temporary structures and facilities that do not create any barriers to existing accessible structures, facilities or built environment features.

Conduct a 'walk-through' of the venue while developing the strategy to ensure that a complying continuous accessible path of travel has been provided to link all relevant facilities including any temporary structures and facilities. In particular:

- to and from parking, areas for transport 'drop off'/'pick up' zones
- to accessible viewing areas
- for participation at relevant vantage points, and
- to accessible toilet facilities, ticketing, concession carts / kiosks, entries, ATM's and signage.

Particular attention is to be given to the existing locations of tactile ground surface indicators (TGSIs) which have been provided for guidance for people who are blind or have low vision.

Temporary overlay facilities shall avoid any trip hazards (ie grates, drains, cables / plates, repair / maintenance) with an abutment of surfaces not exceeding 3mm.

Temporary venues are to provide an accessible path of travel with adequate lighting and clear signage to all required accessible facilities from the points of arrival. For outdoor events in parklands with grass and undulating areas, this may require the provision of a temporary overlay including:

- portable ramps
- portable matting to provide access paths over grassed areas
- board walks, and
- hardstand or suitable slip resistant provisions being provided.

With the addition of overlay facilities, the following accessible features may also be required and should be considered:

- portable accessible toilets and / or showers as detailed below and linked to an accessible path of travel
- for live lecture style presentations, Auslan sign interpreters and / or computer aided real time captioning may be required for people who are deaf or hearing impaired

- additional rest seating with backrest and armrests (refer section 19.2) at transport stops and ‘drop off’ points and at 60m intervals on paths of travel, and
- a portable hearing loop or other assistive listening systems (refer section 10).

The colours of temporary signage, displays, amenities, portable lighting, barricades and other street furniture shall be provided with at least 30% minimum luminance contrast to the adjacent accessible path of travel.

Temporary signage, displays, amenities, portable lighting, barricades and other street furniture shall be arranged in a manner that enables a “clear” accessible path of travel of 1800mm minimum width that avoids trip hazards, especially for people with low vision.

Any stage or performance dais is to be accessible where required via a complying ramp or portable lift to allow dignified access to and from the stage.

Although access must be part of mainstream operations, for a large project the input of an access consultant may be necessary to develop strategies appropriate to the base venue / facility design and to review additional requirements.

Promotion and ticket sales (refer to section 4).

2. Operations and Staff Training

Strategies are to include staff and volunteer training on disability awareness/service and the accessible features specific to a particular venue. Consideration should be given to extending training to include all staff, senior management, police and security staff at large events to ensure all are aware of the need to provide an inclusive event with the same opportunities available to all participants.

Ensure staff is equipped with accurate, up to date information so that they are able to respond appropriately to the requests of people with disabilities and that:

- Services need to be flexible in assisting people with disabilities and a contingency plan initiated for a person requiring facilities such as accessible seating if it has not been allocated.
- Policies detailing restricted items and/or access to venues should take into account access requirements for people with disabilities.
- Any temporary or designated storage of mobility equipment, wheelchairs, strollers and the like is to be in a secure and easily accessible area. Staff are to be trained and familiar with the

practices and procedures in these areas. Emergency evacuation procedures must accommodate access to this stored equipment.

- Operations should be monitored to enable personnel on site to respond rapidly and appropriately to issues related to accessibility as they arise.
- Supervisors of response teams should action routine maintenance and running repairs throughout the event to ensure all facilities are in good order including:
 - audio equipment
 - accessible toilets and showers (stocked with paper, soap and towels)
 - pathways are not obstructed by temporary items
 - surfaces are maintained free of debris
 - signage is accurate and in the right location.
- Employment and contracting of persons with disabilities with appropriate expertise adds value to the development of management strategies and operational plans.
- For a large project, an access hotline (with appropriately trained staff) is recommended prior to and during all major events to ensure concerns of the public on matters regarding access are addressed.
- On-site help points maybe appropriate for some larger scale events.

3. Emergency Procedures

Emergency egress and management are to include equipment provision and staff training in evacuation procedures for people who are not able to negotiate stairs, to hear or understand auditory information, or to follow visual directions. Suitable staff training can be obtained from the Authority's Operations Division.

Emergency alarms are to provide audio and visual means of alerting people. A suitable visual system is to be provided in principal areas to allow people with hearing impairment to respond to emergencies. This may include a scoreboard or video screen.

4. Promotion and Ticket Sales

All promotional material should be provided in a range of formats (large print, Braille, audio, accessible website) at the same time as publication of event information in general.

Information about accessibility should be included in all mainstream publications and communications and provided well ahead of time to ensure maximum dissemination to the broader community.

All ticket sales promotions for events including websites are to provide information on availability of spaces for wheelchairs, companion seating, enhanced amenity seating, maps and accessible transport options. Ticket sales information should be offered in a range of formats, by telephone, print, Braille, website or email. This information should include the fact that wheelchair seating may not be available for booking in the last seven days prior to the event.

Ticketing operations are recommended to include training of ticket call centre staff on disability awareness and accurate promotion of seating options (including wheelchair spaces and carers / companion seating, enhanced amenity seating, seating with assistive hearing systems) and availability of pre-booked accessible parking and accessible taxi drop off points.

It is recommended that ticket packages include maps for getting to the venue as well as getting around the site, incorporating where relevant:

- location of accessible parking
- transport and taxi drop off points
- gates / entrances
- wheelchair loan services
- concession kiosks, and
- accessible toilets.

5. Ticketing

Ticket issue or validation machines should be accessible and linked to the accessible path of travel.

All ticket machines and validation points shall provide controls and ticket chutes at a height of 900-1100mm above the floor level and up to 700-1250mm where controls only require a touch to activate.

All counters should be at a height of 850mm +/- 20mm high.

Where ticket windows are glazed, an assistive listening device should be installed and clearly identified with the international symbol for hearing.

Ticket issue or validation machines should be accessible and linked to the accessible path of travel. Controls, card slots and dispensing chutes are to be provided with a minimum 30 per cent luminance contrast with the surrounding surface and be easily operated by people with limited hand dexterity. The machine is to be positioned where glare or lighting does not cause reflection on the screen.

6. Loan Services

Any wheelchair, electric scooter and stroller loan service is to be located conveniently to the accessible entry or shuttle stops and promotion of the services is to be provided prior to the event.

7. Transport

Accessible transport, including accessible parking spaces, accessible shuttles from park and ride and accessible taxi drop off points, should be addressed as a priority in early planning. Planning and operations should be across all transport agencies and providers to facilitate an integrated approach to services for people with disabilities. Strategies are to be in place to:

- minimise distance travelled and delays in frequency of accessible transport
- provide shade / shelter and rest seating at transport and taxi drop off points
- provide accessible shuttles that may be required to transport people with disabilities and older people and up to two companions between transport terminals and venues
- provide accurate information on accessible transport provisions, and
- ensure staff and volunteers are aware of the provisions and can assist patrons to access these provisions.

8. Entrances

Accessible entries are to be provided:

- close to drop off points and wheelchair loan centres, and
- on a separate pathway only where necessary to minimise distances patrons are required to travel.

Provide effective pedestrian flow and crowd management strategies that minimise queuing by:

- an adequate provision of entries
- providing clear wayfinding for all patrons
- monitoring pedestrian flows and responding where necessary, and
- managing distances and waiting time by responding to individuals' needs.

Any crowd control system and temporary barricade should avoid trip hazards to people who are blind or have low vision. The structure

throughout its length should be detectable by a long cane. A barrier (not a rope and pole) that has a height of 300mm above the ground should be used.

9. Seating and space allocation

Wheelchair accessible seating positions should be provided to allow an equitable choice of location, quality and price range.

Where booked seating positions are not provided, appropriate advertising, staff training and flexible management strategies should be developed to enhance the experience of all visitors. This could include designated wheelchair accessible seating areas and reserved seats for people with ambulant physical disabilities who can not stand for long periods.

Staff awareness and accurate information about accessible seating are crucial. Refer also to section 5 on Promotion and Ticket Sales.

Provision for wheelchairs should be made at an overall rate of:

Building Code of Australia,

Table D3.9 Number of wheelchair seating spaces in Class 9b assembly buildings and areas:

Number of fixed seats in a room or space	Number of wheelchair seating spaces	Grouping and location
Up to 150	3 spaces	1 single space; and 1 group of 2 spaces
151 to 800	3 spaces plus 1 additional space for each additional 50 Seats or part thereof in excess of 150 seats	not less than 1 single space; and not less than 1 group of 2 spaces; and not more than 5 spaces in any other group
801 to 10 000	16 spaces plus 1 additional space for each additional 100 seats or part thereof in excess of 800 seats	not less than 2 single spaces; and not less than 2 groups of 2 spaces; and not more than 5 spaces in any other group; and the location of spaces is to be representative of the range of seating provided

More than 10 000	108 spaces plus 1 additional space for each additional 200 seats or part thereof in excess of 10 000 seats	not less than 5 single spaces; and not less than 5 groups of 2 spaces; and not more than 10 spaces in any other group; and the location of spaces is to be representative of the range of seating provided
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All wheelchair accessible auditorium seating should comply with AS1428.1-2009 *Design for Access and Mobility: General Requirements for Access – New Building Work.*

There should be sufficient space for two wheelchair users to pass on the way to accessible seating by the provision of 1800mm wide access ways or 1800mm x 2000mm minimum passing bays each 15 metres.

Comparable sightlines are to be provided that offer the same sightline for a person seated in a wheelchair when a person in front stands up, as the person in front has when standing. Sightlines should not be blocked by a railing, column or the like. Comparable sightlines should generally be provided to all wheelchair positions. However, where the likelihood of the audience standing up is low and the impact on the remainder of the seating is high, an exemption may be considered.

An assistive listening system and identifying signage should be provided across the range of seating and include some wheelchair seating provisions (refer section 11).

Policies are to be developed for events in all permanent and temporary venues to hold the ticketed wheelchair seating spaces until at least seven days prior to the event, before any modification is made. After this time, it is recommended that up to 50 per cent of unsold wheelchair spaces can be replaced with infill seating for sale for the general public.

9.1 Viewing Areas

Accessible viewing areas are to be provided at appropriate vantage points for all events and should include spaces for wheelchair users and their companions, to be considered on a case-by-case basis. Areas should be on hard stand and be linked to an accessible path of travel.

Comparable sightlines should generally be provided to all wheelchair user positions and should be considered on a case-by-case basis.

Comparable sightlines should provide the same sightline for a person seated in a wheelchair when a person in front stands up, as

the person in front has when standing. Sightlines should not be blocked by a railing, column or the like. Comparable sightlines should generally be provided to all wheelchair positions. However, where the likelihood of the audience standing up is low and the impact on the remainder of the seating is high, an exemption may be considered.

9.2. General Seating

Temporary seats in public areas, provided for rest, waiting and the like, should have backs and armrests (for further details refer to AS 1428.2 *Design for Access and Mobility - Enhanced and Additional Requirements - Buildings and Facilities*). Seats should be stable when downward pressure is put on the armrest.

10. Communication and Hearing Augmentation

Hearing augmentation should be provided appropriately to each setting. This involves using alternative or enhanced means of communication to assist people who are deaf / hearing impaired and can include Assistive Listening Systems (ALS), audio, visual and tactile methods of communication.

An ALS that complies with AS1428.1, 1428.2 and Self Help for Hard of Hearing Australia Inc (SHHH) advice should be provided to all venues. AS1428.5 *Hearing Augmentation* has been developed for inclusion in the *National Disability Standard on Access to Premises*. This is a standard for Communication for People who are Deaf or Hearing Impaired. This Standard should also be complied with.

An ALS, which may be an audio frequency induction loop system, modulated radio system or infrared system, should be provided in public areas so that people who are deaf / hearing impaired have equal participation in all activities. This should include:

- an induction loop must be provided to a minimum of 80% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/NCC D3.7.
- a receiver system must be available to a minimum of 95% of all seating equitably dispersed throughout the seating areas and including some wheelchair positions as per BCA/NCC D3.7.
- at least one conference room, assembly area, meeting room and the like
- any area with an amplification system, and
- at least one ticket booth, reception and enquiries counter or the like where the service provider is screened from the customer.

In addition to the permanent systems, at least one portable system should be provided for use in other areas as required.

Signage using the international symbol for deafness should indicate that an ALS is provided, the type of system provided, and which part of an auditorium / area is covered.

For people who are deaf, Auslan interpreters and / or computer aided real time captioning or text displays may be required.

While ALS is the main method of providing augmentation by enhancing speech clarity through transmitter and receiver systems, visual images and text, flashing light, vibrating alarm systems, telephone typewriters (TTY's) and sign language may also be used to facilitate communication.

Any scoreboard or video screen capable of displaying public announcements should supplement the public address system in an emergency.

Similarly, in isolated areas within buildings, such as accessible toilets, visual alarms should accompany any auditory warning system.

Where live-time information and 'live sites' are used and as appropriate, the following are to be provided and advertised:

- FM induction systems
- PA system and hearing loop
- captioning on some score boards and video screens, and
- closed captioning for live broadcast.

Further advice on this section may be sought from the Authority's Building Services Unit.

11. Concessions and Merchandising

All counters should be accessible unless Work Health & Safety or other operational requirements preclude this, in which case a width of at least 800mm of counter should be accessible at a height of 850mm, \pm 20mm, above the floor.

Where the full counter at food and drink concessions and merchandising does not meet the requirements of AS1428.2, a separate accessible lower counter should be provided on hardstand in a convenient location to ensure an equitable level of service with complying wheelchair circulation spaces and linked to an accessible path of travel. Alternatively, an operational management strategy that ensures an equitable level of service is to be provided may be reviewed by the Authority for consideration prior to the event.

Accessible counters are to be identified with the international symbol for access.

12. Furniture

All furniture fittings and equipment should comply with AS1428.2.

Tables, benches and the like should allow access for wheelchair users and should be stable when downward pressure is placed on the edge.

Similarly picnic table sets should allow for easy access to seating for people with ambulant disabilities.

Picnic / dining tables shall provide some installations that are wheelchair accessible, either adjustable height or fixed height with a 830-870mm height and 730mm minimum underside clear for a depth of 620mm minimum. Where pedestal tables are provided the pedestal base or legs shall not exceed 50mm in height above the floor.

13. Accessible Toilets

Accessible toilets are to be provided on hardstand and in convenient locations linked to an accessible path of travel. One unisex accessible toilet is to be provided per 25 wheelchair spaces at all venues and 'live sites'.

An accessible toilet should be provided in or adjacent to every bank of toilets. Where two or more accessible unisex facilities are provided, at least one should be of the opposite hand floor plan. Backrest support should be provided with the WC pan.

Where accessible toilets are provided to meet the NCC Building Code of Australia (BCA) requirements, it is recommended that they are unisex. Any toilets in excess of this number can be in gender specific areas.

Where portable accessible toilets are provided then 1500mm x 1500mm minimum area level landings shall be provided at the doorway and include a flush level doorway threshold transition in addition to any ramps.

Inward opening doors to all standard cubicles should remain open when not in use. This assists people who are blind or have low vision to identify whether the cubicle is occupied or not.

Signage on toilets, including portable facilities, shall incorporate raised tactile and Braille information in accordance with Specification D3.6 of the BCA/NCC.

Accessible toilets should be provided in accordance with AS1428.1 and include 300mm additional (this space will accommodate a folding baby change table) circulation space to the width and length of the WC pan circulation space. Wall mounted baby change

facilities with a side hinge (parallel model) will minimise the intrusion into the circulation space.

Emergency call buttons should be provided where the alarm can be monitored and responded to. However, where this is not possible, provision is not recommended as they will be ineffective.

A shelf (150-200mm x 300-500mm) should be provided adjacent to the hand basin to meet the requirements of BCA/NCC clause F2.4 *Accessible Sanitary Facilities*.

Provision should be made for a waste bin that does not intrude into the circulation space.

Paper towels should be provided.

Soap dispensers in all accessible toilet areas should be operable by one hand and located to avoid creating drips on the floor in the critical circulation space.

Portable or temporary accessible toilets should comply with AS1428.1, and a backrest must be provided with the WC pan.

All taps should provide lever action to allow use by people with limited dexterity. Taps to basins should have a central mixing spout.

Flat not tilt mirrors should be provided to assist ambulant people as well as people using wheelchairs.

In addition to the fully accessible toilets, at least one toilet cubicle in every bank of gender specific toilets should be accessible to a person with an ambulant disability, in accordance with AS1428.1.

14. Showers

Where showers are provided for any user group, accessible showers should also be provided in the same or adjacent location. The provision of a combined accessible shower and toilet facility is acceptable especially at venues where team facilities are not provided.

All showers should comply with AS1428.1.

Accessible showers should include a bench for seating in an adjacent dry area.

15. Signage

Signage and wayfinding are to be clear to allow people to move around independently with minimal distances to be travelled. Large scale signs are to be provided for large events with big crowds.

Where possible electronic signage is to be used to ensure updated information can be provided. Mobile signs should not be located so as to reduce or block an accessible path of travel.

Signs should be illuminated internally where possible. Signs are to include the international symbol for access, standardised pictograms and colour, colour contrast, appropriate size and font and are to be located at an appropriate height. Braille may be required in and to some venues. All prices are to be clearly signed at the front of all concessions, for viewing by the general public.

Signs that are illuminated shall provide internal illumination with low glare and reflection. Signs shall provide colour and luminance contrast of at least 30% and avoid dark on dark and light on light.

Directional signage to public facilities including toilets is to be provided at points of decision making, drop off and arrival points and to include distances. Signage for accessible parking should start outside the car park so that patrons are advised in good time which lane they should be in to approach accessible parking.

16. Lighting

Outdoor lighting should comply with AS/NZS 1158.3.1. Indoor lighting should comply with AS1428.2 and AS1680 Part 1 *Interior and workplace lighting - General principles and recommendations* and Part 2.1 *Interior and workplace lighting - Specific applications - Circulation spaces and other general areas*

A uniform level of light to eliminate shadows should be provided along the main accessible pathways. This should be glare-free with a minimum level of 50 lux at ground level.

The design and detailing of lighting should minimise glare, illuminate signage and highlight changes of level.

Luminance levels should be uniform and comply with the requirements for maintenance illumination in all internal circulation spaces including publicly accessible areas.

A graduated level of illumination should be provided at building entries and exits to assist people with low vision. A minimum of 50 lux should be provided outside the entry or exit.

Adequate focused lighting should be provided in temporary conference rooms, meeting rooms, auditoria and the like for sign language interpretation for people who are deaf or hearing impaired. Back lighting should be avoided as it makes both the face of the lecturer and the lip movement and signing of the interpreter difficult to see.

17. Exhibitions and Displays

Exhibition displays, services, gallery openings and the like are to be accessible. Issues to be addressed include:

- provision of adequate focused lighting over exhibits and display cabinets should be provided
- provision of signage meeting the requirements of AS 1428.4.1:2009 : *Design for access and mobility - Means to assist the orientation of people with vision impairment - Tactile ground surface indicators* and BCA/NCC, D3.6, D3.8 and Specification D3.6 should be used to identify displays and information for people with sensory impairments including Braille and tactile information
- provision of information in a variety of formats including an audio interpretation
- guided tours should provide a portable ALS such as an FM audio system for people who use hearing aids
- consideration should be given to the provision of Auslan / signed interpretation to supplement voice presentation for people with hearing impairment, and
- adequate focused lighting is required for sign language interpretation.

Where required, ensure any stage or performance dais is accessible via an appropriate ramp or portable lift to allow dignified access to and from the stage.

An adjustable height lectern or alternative wheelchair accessible table may be required.

“Attachment 1, Accessible Temporary Overlay for Events Checklist”

Item	Access Overlay Inspection Checklist	Yes	No	N/A
1.	Access Strategy highlighting continuous accessible paths of travel and accessible facilities is required and is in Place			
2.	Staff Training, re Access provisions			
	- Staff training on disability awareness and requirements for maintaining access provisions during an event must be practiced			
	- Emergency Procedures to cater for people who are unable to negotiate steps or have vision or hearing loss must be in place			
	- Ticket Sales including awareness of accessible parking, wheelchair seating spaces and hearing augmentation provisions must be practiced			
	- Loan services including mobility equipment and hearing receivers to be provided			
	- Adequate accessible entrances and exits located close to drop off points and provided to minimise travel distances			
	- Seating and space allocation for wheelchair seating spaces provided to meet the BCA part D3.9 requirements and hearing argumentation provided to meet the BCA part D3.7			
	- Wheelchair loan service to be provided			
3.	Accessible Viewing Areas Provided			
	- Including continuous accessible paths of travel linking to and from accessible viewing areas, accessible toilet facilities and accessible rest areas are to be provided			
	- Accessible comparable sight lines to be provided			
	- Circulation spaces for wheelchair seating spaces which meet AS1428.1, clause 18 to be provided			
	- Accessible Communication and Hearing Augmentation is to provided			
	- Provisions provided to enable the recharging of motorised wheelchairs and the like			
4.	Accessible Concessions and Merchandising			
	- Accessible height counters are to be provided			
	- Accessible payment areas are to be provided			
5.	Furniture			
	- Accessible furniture including seats with backrests and armrests are available along with any other furniture provided			
	- Accessible areas, located on paths of travel that do not include steps and provide a firm surface suitable for the use of a wheelchairs are available within picnic areas			
	- Accessible height garbage bins are to be provided on continuous accessible paths of travel			
6.	Accessible Toilets			
	- Accessible paths of travel to and from accessible toilets			
	- An accessible sanitary facility compliant with AS1428.1 is to be provided adjacent to male and female toilets			
	- Accessible showers are to be provided where a bank of showers are provided for the Event			
	- Ambulant cubicles in male and female are to be provided			
7.	Signage			

	- Accessible signage, that includes Braille and that contains tactile provisions is provided at a height that is within the accessible reach range			
	- All signs must be clearly visible and contain Correct illumination			
8.	Lighting			
	- Adequate lighting is to be provided for accessible needs on accessible paths of travel			
	- There must be no shadows present along the accessible paths of travel			
9.	Exhibitions & Displays			
	- All types of displays must have adequate lighting provided for the detail of the exhibition			
	- All displays associated with an Event do not contain any type of reflective coating or cover			
	- All displays associated with an Event are displayed at an accessible height for viewing			
	- All types of displays are provided must be provided with hard stand			
10.	First Aid			
	- First Aid staff must be equipped and educated in treating patients with a disability			
	- There must be areas provided for First Aid staff to treat patients with a disability			
	- Wheelchairs must be available to transfer patients for medical treatment during the event			
	- First Aid Kits and contents must be clean and in good order during the event			
	- First Aid Kits must be adequately stocked during the event			
	- Easy access must be provided to First Aid Kits during the event			
	- All employees are aware of location of First Aid Kits during the event			
	- At least one worker is present on site with current a First Aid Certificate			

Additional comments or actions required:

Generally satisfactory and the infrastructure is fit for purpose

Signed:

Date:

Copies sent to:

Part Three

Access Guidelines within the Parklands.

1.0 The Parklands at Sydney Olympic Park

The Parklands within Sydney Olympic Park provide 430 hectares of open space, recreation areas, wetlands and waterways. They are located in the geographic heart of the growing metropolitan Sydney. One of Australia's largest urban parklands, it is a diverse and special place where protected remnant woodlands, rare saltmarshes, water bird refuge and mangroves stand alongside places of heritage significance to create a unique parkland setting.

The Sydney Olympic Park Authority manages the Parklands as a park with both programmed and unprogrammed activities. Some environmentally sensitive areas for the purposes of being retained as programmed educational resources will not be available to the general public. Others may be difficult to access, thus retaining a sense of challenge and these will only be observed from peripheral locations by some people. Where provision of an accessible path of travel would compromise the integrity of other sensitive environmental areas, access will be provided to a node where a representative sample of the essential elements of that area can be experienced.

A lasting legacy of the Sydney 2000 Olympic and Paralympic Games, the Parklands have been designed and built on land formerly used by government industries including the State Abattoirs, State Brickworks and Commonwealth Department of Defence, and are the result of remediating industrial land.

Today, the Parklands are playing an increasingly important role as both a local park and as a significant regional park destination as the Sydney population increases. The Parklands are an association of many different parks and places brought together as a single entity for management purposes.

These include:

- The established Bicentennial Park,
- The diverse wetland areas south of Homebush Bay,
- The remnant forest of Newington Nature Reserve,
- Parts of the former Royal Australian Navy Armament Depot (Newington Armory, RANAD),
- The dramatic landscape of the former State Brickworks,
- The lower reaches of Haslams Creek,
- The remediated waste mounds of Kronos Hill and Woo-la-ra,

- The open field of Archery Park,
- The restored Wilson Park sportsgrounds,
- The Blaxland Riverside Park and Wentworth Common.

Sydney Olympic Park Authority has updated the Parklands Plan of Management to guide management of the Parklands into the future. The Parklands Plan will make provision to preserve the Parklands special environmental and heritage values, while balancing the need to cater for increasing recreational demands and visitation. The new Parklands Plan will ensure that the extensive and distinguished history of the place and areas is combined with the vision of creating one of Australia's great urban parklands.

2.0 Objectives and Methodology

2.1 Objectives

This Strategy aims to facilitate the policies of the NSW Government and Sydney Olympic Park Authority to demonstrate best practice in the provision of equitable access for all. Key objectives are to provide:

- An understanding of the operating methods of people with a range of disabilities
- Specific design information to meet their needs
- A mechanism which ensures the full inclusion, implementation and maintenance of accessible environments.

2.2 Methodology

The Strategy provides guidelines covering:

- Communications
- Transport
- Circulation
- Toilets
- Lighting
- Furniture
- Routes other than roads
- Heritage buildings

These areas for consideration are elements of the total accessible environment. None are effective in isolation but all are vital components of the whole. To ensure their appropriate application Awareness Seminars and Access Audits should be conducted at key stages of planning, implementation and maintenance.

2.3 Awareness Seminars and Access Audits

The Parklands within Sydney Olympic Park are to be developed and upgraded over time and in stages, audits must be conducted for each separate development / upgrade. Access awareness is improving throughout the general community and the need to establish an understanding of access will increase over time.

These audits should assess compliance with the requirements and intent of Sydney Olympic Park Authority Access Guidelines, the current Building Code of Australia (BCA/NCC), Premises Standards-2010 and Australian Standards, in particular AS 1428 parts 1 to 5 & part 7 when part 7 becomes available, and those others listed in this Strategy

2.4 Access Legislation Awareness

Access policies, requirements and legislation at Commonwealth and State levels are undergoing significant change in response to the Disability Discrimination Act -1992, (Premises Standards-2010) and this requires a continuing pro-active approach by development managers, consultants, contractors, operators and maintenance managers, during all phases. The Reference section in this Strategy includes relevant codes, standards, and legislation for access which must be consulted and complied with.

The Sydney Olympic Park Authority supports this evolution and enhancement of access legislation to ensure best practice application. Accordingly the Sydney Olympic Park Authority requires that development managers, consultants, contractors, operators and maintenance managers be aware of and comply with these changing requirements.

3.0 ACCESS GUIDELINES

3.1 Communications

Generally

The availability of information, which can eliminate uncertainty and the unnecessary expenditure of energy, will greatly enhance the amenity of the Parklands for people with disabilities.

3.1.1 Off-site Information

Principles

Information covering the facilities provided and their accessibility should be available to the public, in accessible formats, prior to visits being made. It is essential that persons providing information should be trained in the needs of people with specific disabilities and have

the appropriate facts at hand when communicating verbally. Where written material is provided it should specify conditions accurately, leaving the potential visitor in a position to make informed decisions on accessibility for their own individual condition.

3.1.2 On-site Information

Principles

Signage should facilitate safe movement through the site for all patrons. It should promote conservation of energy for people with physical or mobility disabilities and enhance the ease of wayfinding for all people including those with vision impairments.

3.1.2a

The language used on signs should be positive i.e. Accessible Toilets not Disabled Toilets.

3.1.2b

Tactual maps and signs should be available at all access and egress points and major node points. The map should provide sufficient information for a person with vision impairment to become oriented, interpret the site and be aware of any potential danger. Signs should carry only essential information and should be supplemented with additional orientation and directional information at node points, on routes or at destinations.

3.1.2c

Seating should be near signs containing interpretive or other detailed information.

3.1.2d

Signs indicating destinations should give clear information on the degree of difficulty and distance involved.

3.1.2e

Audible signals should be installed at signalised road crossings.

3.1.2f

Sign with the international symbol of deafness where facilities are provided for people with hearing impairments. Key Performance Standards: Sydney Olympic Park Authority's Access Guidelines, AS 1428.2 and AS1428.5.

3.2 Transport

3.2.1 Public Transport

Principles

Many people with disabilities have limited incomes. The cost and availability of specialist or normal taxis limit their use and therefore limit the individual's freedom of movement. The availability of accessible transport is one area capable of improving the quality of life for many people with disabilities.

Buses, trains, ferries and possible future ferries and light rail will provide public transport to the Parklands and should be promoted to the public. These requirements are contained in the Premises Standards-2010.

Upgrades of public transport facilities are to take place under statutory requirements over the next several years.

Guidelines

3.2.1a

Infrastructure supporting transport systems shall comply with the relevant parts of the Disability Standard for Accessible Public Transport and the Premises Standards-2010.

3.2.1b

Standardised use of tactile ground surface indicators (TGSIs) will assist in recognition of potential hazards by people with vision impairments.

3.2.2 Private Transport

Principles

The provision of accessible parking and its location as close as possible to destinations is essential for access by people with many physical disabilities.

Guidelines

3.2.2a

Locate accessible parking at all major and minor node points.

3.2.2b

Place accessible seating close to estimated destinations.

3.2.2c

In large carparks make 3% of parking spaces accessible (minimum of 2%).

3.2.2d

At minor node points provide at least one accessible parking space.

3.2.2e

Where the general parking surface is not sealed, provide a suitable hard surface to accessible parking spaces and link this area to a continuous accessible path of travel.

3.2.2f

Where kerbs are constructed around parking areas ensure kerb ramps are situated beside accessible parking spaces. These kerb ramps must not have the potential to be blocked by vehicles in this area.

Key Performance Standards: Sydney Olympic Park Authority Access Guidelines, Disability Standard for Accessible Public Transport, Premises Standards-2010, AS 1428 parts 1, 2 & 4.1 and part 7 when available, also AS 2890 parts 1 & 5 and 6.

3.3 Circulation

3.3.1 Generally

Independent access for people with disabilities is dependent upon the provision of a continuous accessible path of travel. For people that use wheelchairs this requires the provision of paths with hard, tractionable surfaces and the elimination of steps. For people using mobility aids it means the provision of slip resistant surfaces, clear of loose or slippery debris, including gravel or dropped plant material. For people with vision impairment, as for most of the population, it means a path clear of furniture or other hazards.

3.3.2 Paths

Principles

Paths are planned for pedestrians, bikes and service use. Shared use is acceptable if notice of the shared use is given, the paths are sufficiently wide for the prescribed use, and sightlines are adequate for all categories of user.

People with impaired vision find their way by a combination of indicators. Some may use a long cane or guide dog as an aid. Many however rely on sensory perception. The accessible path of travel can be indicated by a specific surface texture or luminance contrast, by the presence of kerbs or by directional TGSIs at the beginning and end of routes and at direction changes.

People with impaired hearing largely depend on sight for warnings of approaching traffic or other hazards. Good sightlines are essential for safety.

Guidelines

3.3.2a

Paths should be clearly sign-posted to describe the conditions occurring along their lengths. These signs might cover the 4 S's of Slope, Surface, Steps and Seats with conditions being indicated by symbols. A fifth "S" for Shared could be included where necessary.

3.3.2b

Paths built across slopes require a 600mm wide shoulder level with the path on its downhill side. Alternatively a low kerb may be installed. Any cross fall on paths should not exceed 1:40.

3.3.2c

Where routes cross vehicular roads install hazard TGSIs.

3.3.2d

Maintain routes clear of furniture.

3.3.2e

Maintain paths clear of vegetation up to a height of 2 metres (measured when wet) except on those paths designated appropriately.

3.3.3 Board Walks

Principles

Boardwalks are planned for pedestrians, bikes, prams and wheelchairs. Shared use is acceptable if notice of the shared use is given, the paths are sufficiently wide for the prescribed use, and sightlines are adequate for all categories of user.

Guidelines

3.3.3a

Board walks should be a minimum of 1800mm wide to allow two wheelchairs/scooters to pass, or shall provide passing and turning areas at 15 metre intervals.

3.3.3b

The board walks shall have raised edges to indicate extent of surface and directional changes to people with vision impairment using a long cane, or to prevent the front castors of wheelchairs from going off the accessible surface.

3.3.3c

The boards shall run at right angles to the direction of travel and gaps between boards shall not be greater than 13mm.

3.3.4 Walkways

Principles

Where the gradient is 1:20 or shallower the circulation path is classed as a walkway.

Guidelines

3.3.4a

Plan the accessible path of travel to have a gradient of 1:20 or shallower to avoid the installation of landings and handrails as required for ramps.

3.3.5 Ramps

Principles

Where sharp changes of level occur ramps are an essential element on a continuous accessible path of travel for wheelchair and scooter users. They also assist people using strollers or any other wheeled vehicle or similar aid. A person in a wheelchair has a relatively high centre of gravity and their energy or strength is frequently limited. Therefore ramp gradients and cross falls have critical limits, and landings for rest and change of direction are essential. Handrails are also important aids for good access.

Guidelines

3.3.5a

Ramps, other than kerb ramps, may be no steeper than 1:14 with a maximum of 1:40 cross fall.

3.3.5b

Landings shall have a minimum length of 1200mm at 9m intervals or less.

3.3.5c

Ramps shall have handrails provided on both sides.

3.3.5d

Kerb ramps may have a gradient of 1:8 but 1:10 is preferred where space permits. They must be in the direction of travel.

3.3.5e

Hazard TGSIs shall be placed as a 600mm wide strip 300mm back from the top and bottom of ramps and 300mm from the bottom of kerb ramps, to comply with AS 1428.4.1.

3.3.6 Stairs

Principles

Stairs are the preferred means of changing level for most people using walking aids, for some people with vision impairment, for people with limited energy and for people seeking the most direct route. They should always be provided as an alternative to a ramp.

People with vision impairment, as well as many aged people have difficulty identifying level changes. Clear indications of the presence of stairs and the location of stair tread edges are necessary.

In bush type areas, formal stairs, handrails and tactile ground surface indicators may be inappropriate. Path signs should cover this information.

Guidelines

3.3.6a

Install handrails conforming to the standard, AS1428.1 & 2 on both sides of stairs.

3.3.6b

Define top and bottom of stairs with a 600mm wide strip of hazard TGSIs set 300mm back from the flight, conforming to AS 1428.4.1.

3.3.6c

Provide strips with a minimum luminance contrast of 30% (minimum) to the tread (50 to 75mm wide) to indicate the stair nosing.

3.3.6d

Stairs with open risers should be avoided as these may cause a trip hazard.

3.3.7 Ground surface treatments

Principles

Surface quality affects accessibility for people in wheelchairs, those using other walking aids and people with vision impairments. A smooth surface is preferred by people in wheelchairs who are jarred by surface irregularities and vibrations. People using walking aids have the potential to slip easily. People with vision impairments benefit from wayfinding indicators.

Guidelines

3.3.7a

Provide surfaces which are slip resistant even when wet.

3.3.7b

Provide effective maintenance, which removes loose or trip hazard material from hard surfaces regularly.

3.3.7c

Avoid uncompacted or loosely compacted surfaces on the path of travel.

3.3.7d

Avoid complex patterning, which can be interpreted as level changes or as indicating direction.

3.3.7e

Use TGSIs to indicate hazards where other indicators do not provide sufficient warning. These indicators may be surface changes, luminance contrasts of 30% or more, kerbs and rails, buildings, identifiable noise etc.

3.3.7f

Use TGSIs to indicate the start and end of a continuous path of travel and direction changes, if other indicators are not present.

Key Performance standards: Sydney Olympic Park Authority Access Guidelines, AS 1428 parts 1, 2, 4.1, 5 & part 7 when available, and AS 4586.

3.4 Amenities Generally

Amenities include all the facilities that assist a person to use and enjoy the Parklands comfortably, such as toilets, showers, telephones, seats, picnic facilities, drinking fountains, playgrounds and the like. All should be available to people with disabilities whenever possible universal inclusion designs are used. These requirements are contained in the Premises Standards-2010 must be used throughout these areas.

3.4.1 Toilets

Principles

Provision of an accessible toilet is a pre-requisite for use of the Parklands by some people. Many people using wheelchairs have impaired bladder control or similar and their mobility is limited by the availability of accessible toilets.

Guidelines

3.4.1a

Provide at least one accessible unisex toilet at every major node point.

3.4.1b

Provide at least one accessible unisex toilet in every bank of toilets.

3.4.1c

Provide at least one sanitary facility for people with ambulant disabilities in every bank of toilets.

3.4.1d

Where only one toilet is provided it shall be accessible and unisex.

3.4.1e

Portable unisex toilets for people with disabilities should be installed when temporary exhibitions, displays or events are held away from major nodes.

3.4.1f

Battery recharge points for scooters and the like might be established in conjunction with accessible toilets.

3.4.2 Showers

Guidelines

3.4.2a

Provide at least one accessible shower where showers are available.

3.4.3 Telephones

Guidelines

3.4.3a

Provide at least one accessible telephone in every bank of telephones.

3.4.3b

Provide 1 wheelchair accessible telephone and TTY telephone at the principal node point.

3.4.4 Seats

Principles

People with mobility disabilities, including senior people and very young children require seating at frequent intervals. These seats should have backs to improve rest, arms to assist lowering into as well as rising from the seats and be set at the optimum height for the user group. People using wheelchairs require space near seats to join companions.

Guidelines

3.4.4a

Provide seats at all major and minor node points.

3.4.4b

Provide seats at intervals of 60m in all readily accessible areas close to drop off points such as accessible parking spaces, ferry wharfs, bus stops or a light rail station.

3.4.4c

Seats should ideally have wind protection and shade.

3.4.4d

Locate seats on a firm and stable surface close to but off the clear path of travel.

3.4.4e

Identify seat locations by one of the following options:

- i) A change of ground surface
- ii) Luminance contrast of 30% minimum from the background colour
- iii) Suitable tactile/visual indicator.

3.4.4f

Provide complying circulation space for a wheelchair to be positioned beside a seat.

3.4.5 Picnic facilities

Principles

Constructed picnic facilities should generally be available to all patrons. There should be an accessible path of travel to each area from node points. Informal picnics can of course take place in areas off accessible paths and their use would be discretionary. Most people with limited mobility, including senior people, very young children and their parents, wish to picnic reasonably close to their mode of transport.

Guidelines

3.4.5a

Position the facility close to a node point.

3.4.5b

Provide a continuous path of travel to the facility.

3.4.5c

Provide a stable ground surface with no loose surface material or the like and allow for adequate circulation.

3.4.5d

Do not place any elements on podia.

3.4.5e

Ensure tables, BBQs and drinking fountains can be used by wheelchair users and senior people.

3.4.5f

Ensure the facility is detectable by people with impaired vision.

3.4.5g

Provide wind shelter and shade.

3.4.6 Auditoria and Amphitheatre seating

Where auditoria and amphitheatres are established in the Parklands they shall conform to the requirements listed in the Sydney Olympic Park Authority Access Guidelines and the current Building Code of Australia, BCA/NCC and the Premises Standards-2010.

3.4.7 Furniture

All furniture, fittings and equipment shall conform to the requirements listed in the Sydney Olympic Park Authority Access Guidelines.

Key Performance Standards: Sydney Olympic Park Authority Access Guidelines, AS 1428 parts 1, 2, 3 and AS 4586 - Slip Resistance.

3.4.8 Playgrounds

Principles

Playground facilities should generally be available to all patrons. It is impractical and unreasonable to design all playgrounds within the Parklands to be accessible. This is due to the existing natural sloping ground levels within the Parklands. Therefore a sample of a similar experience of each playground type area with similar facilities to the others should be made accessible within the Parklands. This similar accessible playground is to be provided with a fully compliant accessible pathway leading to it from a node point.

All playground equipment should conform to the requirements listed in the Sydney Olympic Park Authority Access Guidelines.

A continuous accessible path of travel is required to all playgrounds, and a choice of accessible equipment shall be provided for varying age groups who may be using mobility equipment, including wheelchairs.

All changes in level on the accessible path of travel requiring ramps and stairs are to include double height handrails.
Paths of travel are to include sufficient width or appropriately spaced passing bays for wheelchairs/mobility scooters, strollers and the like.

Rest seating, including a backrest and armrests, is to be provided adjacent to all playgrounds (preferably with shade provided) and linked to the accessible path of travel. Regular seating should also be considered along the path of travel leading to these playgrounds.

Guidelines and Criteria

3.4.8a

Position the selected type playground facility close to a node point.

3.4.8b

Provide a clear and accessible continuous path of travel to the playground facility from each entry.

3.4.8c

Provide a stable ground surface with no loose surface material or the like and allow for adequate circulation.

3.4.8d

Do not place any elements on podia.

3.4.8e

Provision of compliant seating to be provided.

3.4.8f

Application of access design criteria to ramps, stairs, handrails and signage.

3.4.8g

Drinking fountains to be accessible.

3.4.8h

Hardstand paths to play equipment.

3.4.8i

Soft fall around equipment.

3.4.8j

Specialised play stations for children who use wheelchairs and those who have an ambulant disability. Minimal gradients to play equipment.

3.4.8k

Use of specially designed equipment, such as the Liberty Swing .

References

This document has been adapted from the OCA Access Guidelines dated September 1999 and previous SOPA Access Guidelines as updated from time to time.

Particular reference has been made to and, in some cases, information extracted from the following documents:

- AS1428. 1 (2009) (Incorporating Amendment No. 1): Design for access and mobility Part 1: General requirements for access – New building work.
- AS1428.2 (1992) Design for access and mobility Part 2: Enhanced and additional requirements – Buildings and facilities.
- AS1428.4 (2009) (Incorporating Amendment No.1): Design for access and mobility Part 4.1: Means to assist the orientation of people with vision impairment-tactile ground surface indicators.
- AS1428.5 (2010) Design for access and mobility Part 5: Communications for people who are deaf or hearing impaired.
- Disability (Access to Premises-Buildings) Standards 2010.
- AS2890.6 (2009) Parking Facilities – Off –street parking for people with disabilities.
- Australian Human Rights Commission Guideline on the Application of the Premises Standards (2013)
- The Disability Standard for Accessible Public Transport produced by the Attorney Generals Department
- Current Building Code Of Australia, NCC/BCA Clauses D3, E3, F2 and H2.
- Guidelines for Disability Action Planning by NSW Government Agencies, Department of Ageing, Disability and Home Care, September 2008.
- NSW Disability Inclusion Plan.

This document shall be read in conjunction with all other relevant codes and standards, including the current Building Code of Australia, NCC/BCA.

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