



## **Checklist, Information and Contacts - Access to JCA premises, goods, services and facilities**

The following checklist, information and contacts are designed to assist you to assess whether your building, or a building you want to use, will be accessible to people with disabilities. It also covers access to the goods, services and facilities your organisation provides or makes available.

It is the responsibility of your organisation to ensure that all buildings, facilities, programmes and services meet requirements that comply with relevant regulation, codes and guidelines.

While there are technical details available concerning the design and construction of buildings in the Building Code of Australia (BCA) and its referenced Australian Standards (AS), case law has shown that compliance with those requirements may not be sufficient to ensure compliance with the Disability Discrimination Act (DDA).

However, the BCA and its referenced standards continue to remain the relevant technical compliance documents. If your organisation is concerned that any aspect of your building is not at least compliant with the current BCA you must check against the Code and its related AS 1428 which includes technical information on issues such as doorways, ramps, signage, circulation space and hearing assistance systems. Please note, tactile ground surface indicators (TGSIs) have only been included in the checklist where required by the BCA.

Department of Human Services (DHS) requires each JCA provider to document any areas of non-compliance for initial discussion with DHS, via their organisation's DHS contract manager. Depending upon the nature of the issue of non-compliance, DHS may request the JCA provider submit an Accessibility Action Plan to the Human Rights and Equal Opportunity Commission (HREOC). The Action Plan and its required contents can be discussed directly with HREOC, and the following information may be required: a description of the issue of inaccessibility, action which the provider has undertaken to redress the issue, timeframe of potential resolution of the issue and proposed interim arrangements so that people with disabilities may still access the JCA provider, their premises and related services and amenities.

Noting that 'unjustifiable hardship' is not a defence under the DDA when any organisation delivers Commonwealth programmes or laws, it is understood that in some circumstances and locations there are limited opportunities to meet all aspects of the checklist, particularly, for example, where structural problems cannot be overcome. An example may be that your business has unsuitable access for interview purposes and you arrange for an alternative venue for interviews until you address the issue in your building or relocate to a new premises with an accessible room when your current lease expires. At the same time you note in your Action Plan and in your Business or Strategic Plan that you are addressing the issue of the lack of an accessible interview room.

If you need a more detailed assessment of the accessibility of your building or services you may require advice from an access consultant, architect or building professional. DHS does not endorse or recommend any specific consultant or advice service to assist you or your organisation to fulfil legislative or other obligations. However a list of useful contacts and sources of information (not exhaustive) is provided at the end of the checklist for your information.

## CHECKLIST - INDICATORS OF ACCESS TO JCA PREMISES AND SERVICE

Organisation Code: 'WXYZ'  
Site Code: 'ABCD'  
Date completed: 'xx / xx / XXXX'  
Completed by: 'name and position'  
Provider Accessibility Contact: 'name and phone number'

### 1. Accessible paths of travel to the main door

- 1.1 Is there a clear accessible path of travel with no steps or other barriers (such as steep inclines or loose surfaces) from the footpath to and through the main door used by the public?
- 1.2 If the path of travel includes a ramp does it have a compliant slope/incline and width, handrails, safety rails, landings and warning tactile ground surface indicators (TGSIs)?
- 1.3 If the path of travel includes a lift does it provide for adequate circulation, buttons with tactile information at a height that can be reached by all, handrails and audible information?
- 1.4 Is signage identifying your organisation clear, sufficiently large and of high luminance contrast?
- 1.5 If there are any stairs (in addition to the accessible path of travel) do they have handrails, colour contrast nosing, no open risers and warning TGSIs?

*Note. Providing access for people with mobility disability through a separate entrance to the one used by the general public is not considered to be acceptable if the main entrance can be reasonably adjusted and therefore made accessible. This is particularly applicable if alternate access is dependent on making prior arrangements by alerting staff to the need for doors to be unlocked or similar.*

**General Comments (including adjustment or other actions to be taken):**

## 2. Car parks

- 2.1 If car parking facilities are made available to the public is there a clear accessible path of travel with no steps or other barriers from designated accessible parking spaces to the main entrance used by the public?
- 2.2 Is the designated accessible parking space(s) as close as possible to the main public entrance?
- 2.3 Is the accessible parking space identified with appropriate signage?

**General Comments (including adjustment or other actions to be taken):**

## 3. Accessible paths inside the building to all services and facilities

- 3.1 Is there a clear accessible path of travel with no steps or other barriers from the entry to all areas and facilities used by the public including reception areas, interview rooms, toilets and other facilities?
- 3.2 Are passageways wide enough for people using mobility aids?
- 3.3 Are floor coverings smooth and suitable for people using mobility aids?
- 3.4 If the path of travel includes a ramp does it have a compliant incline and width, handrails, safety rails, landings and warning tactile ground surface indicators (TGSIs)?
- 3.5 If the path of travel includes a lift does it provide for adequate circulation, buttons with tactile information at a height that can be reached by all, handrails and audible information?
- 3.6 Does signage direct the public from the entrance to a reception desk or facilities and is it clear, sufficiently large and of high luminance contrast?

- 3.7 If there are any stairs (in addition to the accessible path of travel) do they have handrails, colour contrast nosing, no open risers and warning TGSIs?

**General Comments (including adjustment or other actions to be taken):**

#### **4. Doorways**

- 4.1 Is there adequate circulation space for people using mobility aids at and through all doorways?
- 4.2 Can doors be easily and independently opened by all users?
- 4.3 If the doorway is glass is there a clearly distinguishable contrasting strip across the full width?

*Note: a revolving doorway is not acceptable as the only means of entry.*

**General Comments (including adjustment or other actions to be taken):**

#### **5. Toilets**

- 5.1 Are toilets clearly signed including tactile and Braille information?
- 5.2 Is there a unisex accessible toilet at or close to the location of other toilet facilities?

- 5.3 Are unisex accessible toilets fitted out in compliance with requirements including circulation space, handrails, sinks, mirrors, taps and towelling?

**General Comments (including adjustment or other actions to be taken):**

**6. Goods, services and facilities**

- 6.1 Is at least a part of any reception area at a height that can be accessed by a person using a wheelchair?
- 6.2 If there are any tables, cubicles, water coolers, telephones, computers, ticketing machines or other facilities, is at least one of each kind accessible to people using a mobility aid and at a height that can be accessed by a person using a wheelchair?
- 6.3 If there is a system for queuing or notification of service, is it accessible to all clients, including people with a hearing or vision impairment and people with a cognitive disability?
- 6.4 If there is a public announcement system, is it supplemented with visual displays and hearing augmentation such as a hearing loop?
- 6.5 If there is a hearing loop, is there signage to inform the public of its availability?
- 6.6 Is there adequate lighting to assist with way finding and communication?
- 6.7 If facilities such as telephones, computers or transaction machines are made available to the public can they be used by all clients including those with a vision or hearing impairment?
- 6.8 Are staff trained to provide assistance and services in a non-discriminatory manner?
- 6.9 Do staff know when and how to provide sign language interpreters for clients who communicate using Auslan and access TTY and the National Relay Service for people who are Deaf or have a hearing or speech impairment?

6.10 Is information provided to clients available in a range of formats on request and do staff know how to access alternative formats when required?

6.11 Is public information on your organisation's website accessible to all users and compliant with web accessibility guidelines?

6.12 Is there an emergency evacuation procedure in place that addresses the needs of people with disabilities?

**General Comments (including adjustment or other actions to be taken):**

### Information about access audits

The Association of Consultants in Access Australia has a list of members who can provide audit services <http://www.access.asn.au/>

### Information about Accessibility Action Plans

Examples of current plans lodged with HREOC can be viewed at [http://www.hreoc.gov.au/disability\\_rights/action\\_plans/Register/register.html](http://www.hreoc.gov.au/disability_rights/action_plans/Register/register.html)

### Information about Disability Awareness Training

Free on-line training programme <http://home.vicnet.net.au/~dakit/welcome.htm>

WA Disability Services Commission Disability Awareness Training <http://www.dsc.wa.gov.au/default.aspx?et=3&ej=61&subSiteID=48>

Some members of Association of Consultants in Access Australia also provide Disability Awareness Training <http://www.access.asn.au/>

### Information about disability organisations that can assist

Links to national peak disability groups  
[http://www.humanrights.gov.au/disability\\_rights/links/links.html#community](http://www.humanrights.gov.au/disability_rights/links/links.html#community)

Most of these national peak groups have local branches or will know of local groups who may provide assistance. Many Local Government bodies also have Community or Disability Officers who may be able to provide advice and identify local contacts.

Vision Australia, 454 Glenferrie Road Kooyong, Victoria (03 9864 9607) and 4 Mitchell Street Enfield New South Wales (02 9334 3556)  
<http://www.visionaustralia.org.au/>

### Information about the law

Human Rights and Equal Opportunity Commission Disability Rights homepage [http://www.humanrights.gov.au/disability\\_rights/index.html](http://www.humanrights.gov.au/disability_rights/index.html)

State and Territory anti-discrimination agencies  
[http://www.humanrights.gov.au/disability\\_rights/links/links.html#EOCs](http://www.humanrights.gov.au/disability_rights/links/links.html#EOCs)

### Information about other guides and checklists for access

WA Disability Services Commission Access Resource Kit  
<http://www.dsc.wa.gov.au/default.aspx?et=3&ej=58&subSiteID=48>

Melbourne City Council has checklists under their 'Good Access is Good Business Program'.  
<http://www.melbourne.vic.gov.au/info.cfm?top=112&pa=1066&pg=1073>

### **Information about building specifications and requirements**

The Building Code of Australia (BCA) includes access requirements for different types of building. It is developed by the Australian Building Codes Board <http://www.abcb.gov.au/>

The BCA references a number of Australian Standards which provide details of the technical specifications. AS 1428.1 is the primary technical reference. <http://www.standards.com.au/catalogue/script/search.asp>

### **Information about how to access sign language interpreters**

The web addresses below provide access to organisations that will assist in booking a sign language interpreter.

ACT: <http://www.actdrc.org.au/>  
NSW: <http://www.deafsocietynsw.org.au/>  
NT: [http://www.nt.gov.au/dcm/multicultural/interpreter/inter\\_service.shtml](http://www.nt.gov.au/dcm/multicultural/interpreter/inter_service.shtml)  
SA: <http://www.deafsa.org.au/main/>  
TAS: <http://www.tasdeaf.org.au/>  
VIC: <http://www.vicdeaf.com.au/>  
WA: <http://www.wadeaf.org.au/>  
QLD: <http://www.qds.org.au/>

### **Information about website accessibility**

Human Rights Commission Advisory Notes [http://www.humanrights.gov.au/disability\\_rights/standards/www\\_3/www\\_3.html](http://www.humanrights.gov.au/disability_rights/standards/www_3/www_3.html)

World Wide Web Consortium Guidelines  
<http://www.w3.org/TR/WAI-WEBCONTENT/>

Vision Australia, 454 Glenferrie Road Kooyong Victoria (03 9334 3333) <http://www.visionaustralia.org.au/>

### **Information about Telephone typewriters TTY**

Telstra Aged and Disability Centre (National Disability Line, phone: 1800 068 424). Rental TTYs are available from Telstra on application.



Australian Communication Exchange (ACE) also has a fact sheet listing TTY retailers:  
[http://www.aceinfo.net.au/Resources/FactSheets/tty\\_retailers.html](http://www.aceinfo.net.au/Resources/FactSheets/tty_retailers.html)

### **Information about the National Relay Service**

The National Relay Service (NRS) is an Australia-wide telephone access service which provides access to anyone, at no additional charge, in the wider telephone network for people who are Deaf or have a hearing or speech impairment. As a business you could ensure people with a speech or hearing impairment are aware that they can contact you through the NRS. For a Fact Sheet on this see:  
[http://www.aceinfo.net.au/Resources/FactSheets/bus\\_numbers13.html](http://www.aceinfo.net.au/Resources/FactSheets/bus_numbers13.html)

### **Information about how to provide information in Braille and other alternative formats**

Vision Australia, 454 Glenferrie Road Kooyong Victoria (03 9864 9607) and 4 Mitchell Street Enfield New South Wales (02 9334 3556).  
<http://www.visionaustralia.org.au/>

### **Information on hearing augmentation systems**

For information see <http://deafnessforum.org.au/assistivedevices.htm>

While not recommending any particular company the following can provide further information on products:

<http://www.deafnessresources.net.au/>  
<http://www.printacall.com.au/docs/index.php>  
<http://www.wom.com.au/>