



**Flare  
Access**

# BETTER ACCESS BETTER BUSINESS



## Accessibility Checklist & Solutions Guide

# Acknowledgement of Traditional Owners

We acknowledge the City of Stonnington is situated on the Traditional Lands of the Wurundjeri Woi-wurrung and Bunurong peoples of the East Kulin Nations and pay our respect to their Elders past and present. We extend that respect to all Aboriginal and Torres Strait Islander peoples. We acknowledge their living connection to Country, relationship with the land and all living things extending back tens of thousands of years.



## Everyone deserves to feel welcome

Running a business is not just about opening your doors and achieving the bottom line. It's also about delivering a great customer experience and ensuring that everyone can enjoy what your business has to offer. This checklist and solutions guide highlights a range of barriers that have an impact on many customers visiting venues, retail and hospitality spaces that can prevent them from doing business with you. By taking a moment to understand how people access your premises and by making small changes – you will ensure that your business is accessible to everyone.

## Statistics

In Stonnington in 2021 there were:

- Nearly 18,000 people aged over 65
- 4000 people living with a disability
- Approximately, 4000 0-4 year olds

Potential return on investment for a universally accessible environment is \$13 for every \$1 spent and a 20-25% increase in retail turnover compared to non-accessible environments.

## Your Legal Responsibility

In Australia, it is legislated that customers with disabilities should be able to access your goods or services just like any other customer. If a customer with a disability cannot enter your building or cannot access your goods or services they could make a complaint of discrimination under State anti-discrimination laws, or the Federal Disability Discrimination Act. Making your business more accessible will make it safer for all your customers and staff and may reduce your public liability and workplace safety exposure. For more information on your legal obligations see 'Accessible Services' at the end of this guide.



# ▼ About this Toolkit

This toolkit is designed as a foundation for promoting greater accessibility, enabling everyone to fully experience and enjoy the services your business has to offer. The toolkit includes two main resources:

- Accessibility Checklist
- Solutions Guide.

## »» Accessibility Checklist

A practical, step-by-step tool, the checklist helps you assess and benchmark accessibility features within your spaces, services, and events. It addresses various elements, from physical access to sensory features and communication. By following this checklist, you can recognise your strengths, identify areas for improvement and track your progress towards meeting accessibility goals.

## »» Solutions Guide

The Solutions Guide complements the checklist, providing solutions and support. For any checkpoints marked with a number, you can refer to the corresponding Solutions Guide item for detailed guidance and actionable steps. The Solutions Guide offers a starting point to overcome barriers that have been identified, insights, best practices, and practical advice to help you make informed decisions and implement effective steps to improve accessibility.

This toolkit equips you to make a positive impact. As you work through the Accessibility Checklist and consult the Solutions Guide, you'll find practical guidance for addressing specific accessibility challenges. By making improvements in your own space, you'll play an essential role in creating a more inclusive city where everyone feels welcome.

# Better Access, Better Business Checklist

## 1. Parking and drop-off

- Offer accessible parking spaces close to the entrance. 1.1
- Designate an accessible drop-off area with kerb ramps if required. 1.2
- Clear, level pathway leading to the entrance with a minimum width of 1000 mm. 1.3
- The entrance has a level threshold with no steps or barriers.
- The drop-off areas and nearby accessible parking have clear directions on how to navigate to the entrance.

## 2. Entrance

- Provide at least one step-free entrance. 2.1
- Automatic or easy-to-open doors. 2.2
- Minimum clear door width of 850 mm when fully open.
- The pathway has a minimum width of 1000 mm.
- Handrails on both sides of the steps are present with contrasting nosing for visibility and non-slip strips. 2.3
- Install clear signage indicating the entrance using high-contrast text and pictograms for visibility. 2.4
- Maintain well-lit pathways, including lighting along accessible routes and at entrances.
- If assistance may be required at the entrance due to a locked or heavy door, provide a doorbell or call button that can be reached when seated. 2.5

## 3. Throughout the venue

- A clear and unobstructed continuous path of travel with a minimum width of 1000mm connecting all areas of the venue e.g security checkpoints and aisles. 3.1
- Tables, chairs, and other furniture are arranged to allow for easy navigation. 3.2
- Colour-contrasting door frames, and furniture. 3.3
- Slip-resistant flooring. 3.4
- Tactile ground surface indicators approaching stairs and ramps in accordance with relevant standards.
- Accessible fixtures such as D-style or lever door handles and lever-style taps.
- All accessible features such as accessible toilets, changing rooms and service counters remain clear of clutter.



## 4. Aisles and display

- Pathways and aisles are free of obstacles and clutter, allowing easy navigation with a minimum width of 1000 mm and passing spaces.
- Shelves are positioned between 450 mm and 1200 mm from the floor.
- Provide clear floor space of 800 mm x 1300 mm in front of displays.
- Minimise visual clutter and excessive signage to improve visibility. 4.1



## 5. Restrooms

- Provide accessible restrooms with step-free entry or identify the nearest to your venue.
- Restrooms are clearly marked with signage.
- Restrooms are free of clutter. Avoid storing excess stock or items in the facility.



## 6. Customer service area

- Offer a clutter-free service counter or bar with a height between 830mm to 870mm where customers can place and collect orders.
- Apply contrasting colours between the counter and its surroundings. 6.1
- A clear and accessible transaction space with a minimum width of 900 mm.
- Position payment devices at a reachable height and offer a range of payment options.
- Clear and easy-to-read signage at the service counter to indicate its purpose.
- Provide ample lighting for displays and service counters, so that products, menus, or assistance points are clearly visible to customers.
- Place a chair nearby for customers who require seating during transactions.
- Offer a recharge point that is available to the public for access equipment. 6.2



## 7. Seating and dining

- Provide tables with unobstructed foot and knee clearance. 7.1
- Offer a selection of seating options including seats with a backrest and armrests and seat height of 440 mm-460 mm.



## 8. Queue and crowd management

- Designate accessible queues with clear signage to assist visitors with access needs to avoid navigating crowded lines. 8.1
- Consider priority entry options or a system for early arrival to avoid high-traffic times for those who need more space. 8.2
- Provide seating near high-energy areas, like dance floors or stages. Offer a range of seating including with options with backrests and armrests.

## 9. Wayfinding

- Use clear and easy-to-read signage throughout the venue to aid in direction and movement of visitors particularly in high-traffic areas like entrances and exits. 9.1
- Ensure signage has high-contrast text and graphics for improved visibility.
- Include tactile or Braille signage near key points like elevators and accessible toilets.
- Position signage at a height between 1200 mm- 1600 mm to ensure visibility.
- Apply floor graphics, including directional arrows, to indicate walking paths.

## 10. Communication and information

- Offer printed information such as menus, specials, store catalogues or promotional materials in multiple formats, e.g printed, large print, and electronic versions.
- Provide flyers, menus or brochures in plain language with clear descriptions and photos.
- Offer various methods of making purchases and placing orders such as over the counter, table service or online.
- Ensure your website and social media content is accessible. 10.1
- Provide an Accessibility Statement on your website.
- Provide product information and advertising materials in multiple formats.
- Choose an accessible e-commerce platform
- Offer communication boards or tablet devices with communication apps. 10.2
- Offer assisted listening systems e.g hearing loops at functional areas.
- Provide accessibility information about your venue and experience on your website. 10.3

## 11. Customer service

- Train staff to assist customers with disabilities in placing orders, making purchases and general customer support.
- Provide Disability Inclusion training for all staff, including third-party partners like security teams, to ensure effective and respectful interactions with customers.
- Provide alternative booking and contact methods e.g. phone, email and in person.
- Offer an accessible feedback mechanism to report issues or suggestions. 11.1
- Partner with third parties who share your commitment to accessibility.
- Ensure staff are aware of strategies to support visitors such as identifying and communicating quieter times for visitation or responding to requests for dimmer lighting.
- Train staff to communicate with patrons who may use alternative communication methods e.g. those who use electronic devices or communication boards.



## 12. Sensory considerations

- Maintain consistent and even lighting throughout the area or offer zones with the option of adjustable lighting. 12.1
- Consider task lighting for functional areas including service counters. 12.2
- Implement noise-reducing measures. 12.3
- Ensure music volume can be adjusted on request.
- Offer designated quiet zones or seating areas for patrons.
- Identify and communicate off-peak or quiet periods.
- Offer sensory bags. 12.4
- Offer noise-cancelling headphones for patrons sensitive to loud environments.
- Clearly label menu items with allergen information.
- Train staff to provide accurate allergen information to customers.
- Identify specific “quiet hours”, “relaxed performances” or “chill-out” spaces where music is lowered to create a sensory-friendly environment.



## 13. Service animals

- Service animals are welcomed and accommodated.
- Educate staff about the legal rights of customers with service animals. 13.1
- Offer relief areas for service animals or locate the nearest suitable area.
- Ensure that water stations or shaded areas are available for service animals, particularly if waiting times in certain areas can be long.



## 14. Emergency procedures

- Develop and communicate an accessible emergency plan for customers. 14.1
- Ensure visual and auditory fire alarms are in place and tested regularly.
- Consider personalised emergency response plans, like buddy systems or clearly marked refuge areas where customers can safely wait for assistance during evacuation.



# Better Access, Better Business Solutions Guide

Consult with accessibility experts or professionals who specialise in access solutions and modifications to ensure that your chosen solution meets all necessary standards and regulations.



## 1. Parking and Drop-Off

### 1.1 Offer accessible parking spaces close to the entrance

- Position accessible parking spaces as close to the entrance as possible.
- Accessible parking spaces offer features in alignment with the relevant standards including the installation of bollards, adequate dimensions, allocated shared space and pavement markings.
- Use clear and easily recognisable signage to mark accessible parking spaces in alignment with the relevant standards.
- If accessible parking isn't available on-site, identify the closest nearby options and inform customers to assist in their planning.

### 1.2 Designate an accessible drop-off area with kerb ramps

- Position an accessible drop-off zone as close as possible to the building's main entrance to reduce the distance visitors need to travel from drop-off to entry.
- Ensure the drop-off zone has a level, smooth surface to support easy movement for people using wheelchairs, walkers, or other mobility aids.
- Include a kerb ramp where needed to provide a smooth transition between the drop-off area and the pathway or entrance if there is a change in elevation.
- Provide an accessible pathway from the drop-off area to the building entrance, including accessible footpaths and pedestrian crossings where necessary.
- Mark the drop-off zone with clear, visible signage that indicates its purpose and ensures it's easily identifiable from both the road and accessible pathways.

### 1.3 Clear, level pathway leading to the entrance with a minimum width of 1000 mm

- Assign dedicated areas for displays, racks, or promotional items to keep the pathway clear and prevent crowding in walkways.
- Provide ample lighting along the pathway during both day and night to enhance visibility and safety for all customers.



## 2. Entrance

### 2.1 Provide at least one step-free entrance

- If there are steps at your entrance, consider adding a ramp with a suitable slope to accommodate customers who use mobility aids. Ensure the ramp includes handrails and complies with relevant slope requirements.
- When a permanent ramp isn't possible, consider using portable or temporary ramps that meet relevant slope requirements. These can be set up or removed as needed.
- If step-free access cannot be added at the main entrance, provide an alternative accessible entrance that is clearly marked and offers access to the building.
- Install threshold ramps where there is a small threshold step to create a smooth transition from the exterior pathway to the doorway, eliminating minor step barriers.

### 2.2 Automatic or easy-to-open doors

- Install automatic or power-assisted doors at entrances to provide easy access. These can be activated using a push button, sensor, or remote control.
- If automatic doors are not feasible, consider installing a doorbell so customers can request assistance, or position staff nearby to help as needed.
- For swinging doors, select models with low resistance.
- Ensure push buttons can be reached from a seated position and can be activated with an open hand or closed fist.

### 2.3 Ensure handrails on both sides of the steps are present with contrasting nosing for visibility and non-slip strips

- Install handrails at the appropriate height following relevant standards, typically between 865 mm and 1000 mm above the stair nosing.
- Use durable, slip-resistant materials for handrails, such as metal or wood to provide a comfortable and secure grip for all users.
- Consider non-slip options for stair nosing:
  - Rubber or vinyl stair treads can be installed over existing steps.
  - Adhesive non-slip tapes or strips can be directly applied to stair treads to improve grip and reduce slipping hazards.

### 2.4 Install clear signage indicating the entrance using high-contrast text and pictograms for visibility

- Place clear and prominent signage to indicate the accessible entrance at a height that ensures visibility for all customers.
- Ensure the text on signage has high contrast for easy readability, with sufficient contrast between the text and the background.
- Use large fonts and clear, sans-serif typefaces to improve legibility.
- Incorporate universally recognised pictograms to make the signage more intuitive.

## **2.5 If assistance may be required at the entrance due to a locked or heavy door, provide a doorbell or call button that can be reached when seated.**

- If automatic or easy-access doors aren't feasible, consider installing a doorbell that allows customers to request assistance, or ensure staff are stationed nearby to offer help when needed.
- Install the doorbell in a position that can be easily reached from a seated position, ensuring it can be pressed comfortably with an open palm or closed fist.



## **3. Throughout the venue**

### **3.1 Ensure a clear and unobstructed continuous path of travel with a minimum width of 1000mm connecting all areas of the venue e.g security checkpoints and aisles**

- Remove any obstructions such as tables, chairs, or display stands that block or narrow the pathways, prioritising clear access at all times.
- Arrange displays, tables, and display stands in a way that facilitates easy movement and circulation without creating congestion or obstacles.
- Inform staff of the required minimum width for walkways so they can properly monitor and manage furniture layout and setup.

### **3.2 Ensure that tables, chairs, and other furniture are arranged to allow for easy navigation**

- Ensure that tables, chairs, and other furnishings within your establishment are arranged to provide a clear and unobstructed pathway.
- Maintain a minimum gap of 820 mm between furniture pieces when occupied.
- Consider using visual floor markings or tape to delineate the pathway and make it clear to both staff and patrons that the area must remain unobstructed.

### **3.3 Colour-contrasting door frames, and furniture**

- Select a contrasting colour for door frames and doors that clearly stands out from the surrounding walls, such as light doors against dark walls.
- Ensure colour consistency throughout the venue to establish a cohesive and easily recognisable visual language for all doors.

### **3.4 Ensure slip-resistant flooring**

- Apply non-slip coatings or treatments to the flooring where necessary, particularly in areas susceptible to spills or moisture, to reduce the risk of slipping.
- Place slip-resistant floor mats in areas prone to moisture or spills, such as entrances, kitchens, and restrooms, to enhance safety.

- Regularly clean the floor in open kitchen areas to prevent oil buildup, which can create slippery surfaces.
- Consider slip-resistant flooring options like vinyl, rubber, or carpet tiles, which provide better traction and reduce slip hazards.



## 4. Aisles and display

### 4.1 Minimise visual clutter and excessive signage to improve visibility

- Consider high-contrast colour schemes to aid readability.
- Avoid overcrowded product displays or excessive decorations that may distract or overwhelm customers.
- Ensure adequate spacing between displays to create a more organised and visually accessible layout, making it easier for customers to navigate and focus on products.



## 6. Customer service areas

### 6.1 Apply contrasting colours between the counter and its surroundings

- Select contrasting colours for the counter and its surroundings—for example, pair a light counter with a darker surrounding area to make the counter more noticeable.
- Apply contrasting edge markings to the counter's top surface to help customers easily identify its edges and avoid accidents.
- Ensure the counter area is well-lit to improve visibility, emphasising the colour contrast and making it easier for customers to navigate.

### 6.2 Offer a recharge point that is available to the public for access equipment

- Position the charging point in a location that is easy to access and visible to all visitors, including those using wheelchairs or mobility aids. Avoid placing it in congested areas to ensure enough space for manoeuvring.
- Install the charging station at an accessible height (between 900mm and 1100mm from the floor) to accommodate a range of users, including those with limited reach.
- Use large, easy-to-read signs with contrasting colours and icons to indicate the charging station's location.
- Ensure the area around the charging point is well-lit to improve visibility. Lighting should be soft and avoid creating glare.
- Place seating near the charging point with enough space for mobility aids.



## 7. Seating and dining areas

### 7.1 Provide tables with unobstructed foot and knee clearance

- Where only a single height table is available, a table height of 850 mm +/- 20 mm is recommended with a height of clearance beneath unit 820 +/- 20 mm.
- Where two table heights can be provided the recommended specifications are:
  - Height of table: 1st table: 750 +/- 20 mm; 2nd table 850 +/- 20mm
  - Height of clearance beneath the table: 1st table 730 +/- 20 mm; 2nd table 820 +/- 20mm.
- Consider priority dining or seating near the venue entrance and key areas when accessible seating options are limited. Maintain accessible routes to these priority dining spaces.



## 8. Queue and crowd management

### 8.1 Designate accessible queues with clear signage to avoid navigating crowded lines

- Clearly mark accessible queues with large, visible signs to help people locate them.
- Position accessible queues close to entrances, cloakrooms, and bars to reduce the need for navigating through crowds. Ensure that these paths have a minimum width of 1000mm.
- Provide a straightforward way for customers with disabilities to request assistance. This could include designated staff members, help buttons, or phone numbers displayed near accessible queue entrances.
- Design queue layouts to include wider lanes for accessible queues, allowing wheelchair users and those with mobility aids to navigate comfortably

### 8.2 Consider priority entry options or a system for early arrival to avoid high-traffic times for those who need more space

- Offer priority entry times for those who may need extra time and space.
- Allow customers to book specific entry times during off-peak hours. This could be communicated through an online booking system or ticketing platform with an option for “Accessible Entry.”
- Create alternative waiting areas that offer seating, adequate space, and clear visibility of entry points.



## 9. Wayfinding

### 9.1 Use clear and easy-to-read signage throughout the venue to aid in direction and movement of visitors particularly in high-traffic areas like entrances, exits, and restrooms

- Incorporate universally recognised symbols and icons to convey information quickly and clearly, using symbols for restrooms, changing rooms, entrances, exits and other key areas.
- Incorporate directional arrows on signs to indicate the correct path to the desired destination.
- Position directional signs at a height between 1200 mm and 1600 mm.
- Place signs near customer service points to direct customers to these areas where they can receive assistance and guidance.
- Ensure that signage and important areas are well-lit, with special attention to visibility in dark corners or during evening hours.



## 10. Communication and information

### 10.1 Ensure digital communication such as the website and social media content is accessible

- Ensure that your website complies with established accessibility standards, such as the Web Content Accessibility Guidelines (WCAG). This includes providing accessible content, navigation and user interface elements.
- Apply accessibility practices to your social media content including contrasting text over images, minimal visual load of images, alternative text or image descriptions and closed captions for videos.

### 10.2 Offer communication boards or devices with communication apps

- Position communication boards or tablets in strategic locations throughout the establishment, ensuring they are easily accessible to guests when needed.
- Provide communication boards with symbols or pictures for customers who prefer non-digital communication tools, enabling them to express needs without relying on digital devices.
- Include common requests such as "I need a menu," "Can you help me reach this?" or "How much is this?", along with simple yes/no answer options in words and symbols, for ease of use.
- Train staff to assist visitors with these devices, ensuring they can provide guidance on selecting the appropriate communication tools and how to operate them.

### **10.3 Provide information on the accessibility of your venue and experience on your website**

- Create a dedicated web page for accessibility information that is easily reached from the main navigation menu of your website, ensuring visitors can find it easily.
- Provide details of the accessibility features your venue offers, such as accessible facilities, services, and amenities.
- Include contact information for individuals with accessibility questions or requests, allowing customers to easily reach out for further assistance.



## **11. Customer service**

### **11.1 Offer an accessible feedback mechanism to report issues or suggestions**

- Offer multiple channels for customers to submit feedback, including phone, email, or in-person communication at your establishment.
- Train staff to accept and handle feedback in person, ensuring they are comfortable addressing concerns and providing assistance when needed.
- Establish a clear and prompt response protocol to acknowledge all feedback within a reasonable timeframe (e.g., within 48 hours), and provide an estimated timeline for resolving the issue.
- Keep a record of all reported concerns, including the date, details, and status of each issue, to track progress, ensure accountability, and implement improvements to prevent future occurrences.



## **12. Sensory considerations**

### **12.1 Maintain consistent and even lighting throughout the area or offer zones with the option of adjustable lighting**

- Ensure uniform illumination across the venue by using lighting fixtures that provide consistent lighting, avoiding excessively bright or dim areas that could cause discomfort or create safety hazards.
- Install adjustable lighting fixtures, such as dimmer switches, to accommodate varying customer preferences, allowing for flexibility in lighting levels.
- Maintain well-lit pathways, including accessible routes and entrances, to ensure safe and easy navigation for all customers.
- Incorporate motion-sensor lighting in less-frequented areas or restrooms to ensure lighting is activated when needed, improving energy efficiency and safety.

### **12.2 Task lighting for functional areas including service counters**

- Identify specific functional areas within the venue that require task lighting, such as service counters, bars and reception desks.

- Install task lighting fixtures in these areas to provide focused and adjustable illumination. This can include options like desk lamps, under-cabinet lighting, or pendant lights.
- Ensure task lighting is adjustable, allowing for flexibility in light intensity depending on the specific requirements of the task or the preferences of the user.

### 12.3 Implement noise-reducing measures

- Install acoustic panels to absorb sound and reduce overall noise, making the space more comfortable for conversation and minimising distractions.
- Use acoustic wall panels or treatments to dampen sound reflections and echoes, improving sound quality and reducing unwanted reverberations in open spaces.
- Consider sound-absorbing flooring materials such as carpeting, area rugs, or specialised flooring options to minimise noise from foot traffic and chair movement.

### 12.4 Offer sensory bags

- Select sensory items and tools that cater to different sensory needs, including tactile, visual, auditory, and proprioceptive stimuli. Common items may include stress balls, fidget toys, textured objects and noise-cancelling headphones.



## 13. Service animals

### 13.1 Educate staff about the legal rights of customers with service animals

- Train staff on the rights of customers with service animals as defined by relevant laws, such as the Disability Discrimination Act (DDA) in Australia. Emphasise that service animals are allowed to accompany their handlers in public areas, including restaurants, shops, and other spaces where the public has access.
- Post visible signage stating that service animals are welcome.
- Use real-life scenarios to prepare staff for handling any uncertainties or customer complaints related to service animals.



## 14. Emergency procedures

### 14.1 Develop and communicate an emergency plan for customers and visitors with access needs

- Include individuals with disabilities in the planning process to address their specific needs and preferences during an emergency evacuation.
- Create accessible written materials detailing the emergency evacuation procedures. These materials should be available in multiple formats, such as large print and electronic formats.
- Encourage guests with disabilities to create personal emergency plans that outline their specific needs and requirements during evacuations. This information can be shared with staff in advance.



# Accessible services

There are a number of services in the City of Stonnington for people with a disability or if you are seeking to make changes to your business to make it more accessible.

## Community Transport Service

A safe, accessible and friendly bus service is available to eligible residents in Stonnington who may find accessing public or private transport difficult.

## Planning and building

If you're planning modifications to your premises to improve accessibility, we're here to provide advice on the required process and standards.

## Footpath access

If you notice a cracked footpath that could present as a barrier to someone, report it to our customer services team or use the Snap Send Solve app which is available to download.

## For enquiries or to find out more about Council services visit

**stonnington.vic.gov.au or contact:**

T: 8290 1333

E: [council@stonnington.vic.gov.au](mailto:council@stonnington.vic.gov.au)

TTY users call the National Relay Service on 133 677, then ask for 03 8290 1333.

Speak and listen users call

1300 555 727 and ask for 8290 1333.

## Legal information

For information relating to legal issues visit or contact the Victorian Human Rights Commission:

W: [humanrightscommission.vic.gov](http://humanrightscommission.vic.gov)

T: 1300 292 153

E: [legal@veohrc.vic.gov.au](mailto:legal@veohrc.vic.gov.au)

## Employment assistance

Job Access is a national hub for workplace and employment information for people with disability, and employers.

W: [jobaccess.gov.au](http://jobaccess.gov.au)

T: 1800 464 800

## Specialist advice

- Flare Access offers training, support and access solutions for your business to enhance accessibility at every stage of your customer journey.

W: [www.flareaccess.com.au](http://www.flareaccess.com.au)

T: +61 (0) 439 207 194

E: [info@flareaccess.com](mailto:info@flareaccess.com)

- The Access Institute offers support and nationally recognised training and advice on incorporating universal design.

W: [accessinstitute.com.au](http://accessinstitute.com.au)

T 9988 1979

E [info@accessinstitute.com.au](mailto:info@accessinstitute.com.au)

## Print accessibility

To help ensure your printed materials are accessible to everyone, visit or contact Vision Australia:

W: [visionaustralia.org](http://visionaustralia.org)

T: 1300 847 466

E: [info@visionaustralia.org](mailto:info@visionaustralia.org)

## Easy English

To help develop communications in easy read English, visit or contact Scope:

W: [scopeaust.org.au](http://scopeaust.org.au)

T: 1300 4726 73

E: [contact@scopeaust.org.au](mailto:contact@scopeaust.org.au)

## Staff training and resources

Australian Network on Disability is a membership based organisation that supports organisations to welcome people with a disability in all aspects.

W: [and.org.au](http://and.org.au)

T: 1300 363 645

E: [info@and.org.au](mailto:info@and.org.au)

Thank you for your dedication to accessibility.

## **Disclaimer:**

Although we have done our best to ensure the accuracy and reliability of the information provided, we cannot guarantee that it is suitable for every individual's situation.

This advice is provided for general informational purposes only. Any reliance you place on such information is strictly at your own risk. In no event will Flare Access or the City of Stonnington be liable for any loss or damage, including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this document.

Accessibility requirements and regulations may vary by location and may change over time. To ensure that your chosen solution meets all necessary standards and regulations, we strongly recommend consulting with accessibility experts or professionals who specialise in accessibility modifications. Their expertise can help tailor solutions to your specific needs and ensure full compliance with current accessibility standards.

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- Disability Discrimination Act (1992)
- Disability (Access to Premises – Buildings) Standards 2010
- AS 1428.1:2001, Design for access and mobility, Part 1: General requirements for access — New building work
- AS 1428.1:2009, Design for access and mobility, Part 1: General requirements for access — New building work
- AS 1428.2:1992, Design for access and mobility, Part 2: Enhanced and additional requirements — Buildings and facilities
- AS/NZS 1428.4.1:2010, Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment — Tactile ground surface indicators
- AS 1428.4.2:2018, Design for access and mobility, Part 4.1: Means to assist the orientation of people with vision impairment — Wayfinding signs
- AS 1428.5:2010, Design for access and mobility, Part 5: Communication for people who are deaf or hearing impaired.
- AS 1735.12-1999, Lifts, escalators and moving walks, Part 12: Facilities for persons with disabilities
- AS/NZS 2890.6:2009: Parking facilities, Part 6: Off-street parking for people with disabilities