

**2003**

**ACT INTERIM PLANNING GUIDELINES  
FOR ACCESS AND MOBILITY**

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*ACT Planning and Land Authority  
interim guidelines for the provision of  
access to buildings and public places*

# ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

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## PART 1 – INTRODUCTION

### 1.1 OVERVIEW OF THE INTERIM PLANNING GUIDELINES

The ACT Interim Planning Guidelines for Access and Mobility will be reviewed when the proposed Access to Premises Standard and related changes to the the *Building Code of Australia (BCA)* come into effect.

These interim planning guidelines set out requirements of the ACT Planning and Land Authority for the provision of access to buildings and public places. They also provide an overview of the relevant legislation, background information on access issues and design requirements and provide contacts for further advice.

These guidelines are intended as a tool to assist policymakers, developers, builders, planners, designers, administrators, community groups and those assessing development in achieving the objectives for access set out in the *Territory Plan*.

The guidelines aim to ensure that all members of the community have unimpeded access to buildings, services and facilities located on all land in the ACT, including a wide choice of housing, shops, offices, entertainment and other facilities. The document is considered necessary because there is considerable confusion regarding the status of Australian Standards, *BCA* requirements and changing community expectations.

### 1.2 WHEN DO THE GUIDELINES APPLY?

These guidelines apply to all developments, which require public accessibility. This includes new developments, major alterations or extensions to existing buildings and outdoor areas that a reasonable person would believe are significant (work affecting more than 50% of the volume of the whole building) and certain changes in the lease purpose clause.

Whilst there are no *BCA* access requirements for class 1 buildings, such as single dwelling houses and dual occupancy developments, or for individual units within class 2 buildings, the ACT Planning and Land Authority encourages the consideration of access and mobility issues as a means of providing visitability and adaptability within building stock. Visitability and adaptable dwellings may also be referred to as “Housing for Life”. For more information regarding the *BCA* please refer to section 2.3.2 of this document or the *BCA* itself (see Part 7 – Contacts for Further Advice – The Australian Building Codes Board)

Where these guidelines do not address particular issues relating to pedestrian areas, the planning authority and the Department of Urban Services (DUS) use and recommend the Civic Accessibility Guidelines (for more information about this document please refer to Part 10 - Bibliography).

### 1.3 WHY ACCESS IS IMPORTANT

All members of the community should be afforded the right to access buildings and facilities, and take advantage of what is generally offered by society. Public buildings, outdoor areas and community facilities should be accessible to everyone, including people with disabilities, carers with young children, older people, anyone with a temporary disability or impairment and people from Non English Speaking backgrounds.

Not only does human rights legislation at Federal and State levels make it unlawful to discriminate against individuals due to individual characteristics, but also accessible environments make life safer and promote ease of use for everyone. Whether in a public place, the workplace or at home, we can all benefit from a barrier free environment. Accessible environments also offer financial benefits by enhancing patronage of accessible services and reducing the risk of accidents, therefore reducing insurance costs.

Barriers to access in the built environment have not been traditionally considered. As a result physical barriers such as steps, steep grades and slippery surfaces have been included in

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design, placing restrictions on the most basic lifestyle opportunities. For the built environment to adequately reflect the needs and diversity of the community it is essential to work towards an accessible built environment that includes a range of housing options.

## 1.4 DISABILITY DISCRIMINATION AND THE ACT PLANNING AND LAND AUTHORITY

The ACT Planning and Land Authority must take the requirements of the Commonwealth *Disability Discrimination Act 1992 (DDA)* and the *ACT Discrimination Act 1991 (ACTDA)* into account when processing development applications.

## 1.5 OBJECTIVES OF THESE GUIDELINES

The objectives of these guidelines are to:

- Ensure that all members of the community have unimpeded access to buildings, services and facilities located on all land in the ACT.
- Reduce current confusion as to the planning requirements for accessibility to public and private developments.
- Ensure access is achieved through accessible pedestrian networks including footpaths, public arcades, underpasses and overpasses.
- Ensure the provision of convenient access to all public open spaces including parks, reserves and shopping centres.
- Introduce standards for Adaptable Housing to recognise the diverse needs of the community, particularly people with disabilities and older people.
- Draw the attention of developers, designers, builders, asset managers and owners to their obligations under the *DDA* and the *ACTDA*; and
- Raise public awareness of access issues in relation to the built environment.

## 1.6 HOW TO USE THESE GUIDELINES

Parts 1 and 2 provide supporting information on access and mobility issues, with Part 2 setting the legal context. Part 3 explains why access is important and highlights some of the key concepts in relation to access. Part 4 offers detailed provisions on when access must be provided and Part 5 provides additional design guidelines incorporating relevant codes and standards. Part 6 is an access checklist, which provides a guide only in checking that critical aspects have been covered. Part 7 provides contacts for further advice.

**While providing a degree of certainty, compliance with the provisions contained in these guidelines does not necessarily mean that all of the requirements of the *DDA* and the *ACTDA* will be met.**

**It is the responsibility of the applicant or property owner to ensure that the development meets the requirements of the relevant legislation, in addition to the latest amendments of the relevant Australian Standards and the *Building Code of Australia*.**

For this reason, **developers, designers and builders are advised to seek further information** from the relevant standards, advisory notes, specialists and other sources recommended in these guidelines.

## 1.7 HOW THE GUIDELINES WERE DEVELOPED.

In February 2000 the then Minister for Urban Services launched the ACT Access and Planning Advisory Committee (AAPAC). Its functions are to:

1. Advise the Minister and the planning authority on matters relating to the access needs of people with disabilities and make recommendations to improve access in the ACT; and
2. Ensure the planning authority is meeting its responsibilities under the *DDA* and the *ACTDA* (including the provision of comment on development applications).

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As of August 2003 the Committee was composed of 16 members from peak disability organisations, professional affiliations, industry bodies and the ACT Government including DUS and the ACT Planning and Land Authority.

A key recommendation of the Committee in its first report was that the planning authority prepare planning guidelines to address the access needs of the community and to facilitate compliance with the *DDA* and the *ACTDA* (for more information regarding these Acts please refer to **Section 2.2.1** and **2.2.2** respectively). This recommendation was supported by the then Minister for Urban Services and has been actioned via the production of this document.

The guidelines were prepared by the planning authority by:

- Consulting and collaborating with the AAPAC;
- Reviewing the relevant literature on access and mobility and Adaptable Housing;
- Drawing on consultations undertaken as part of the Canberra Urban Parks and Places, *Civic Accessibility Study*;
- Reviewing interstate development control plans and guidelines, such as Olympic Coordination Authority Access Guidelines; and
- Consulting with stakeholders directly and via dissemination of drafts.

Please note that the views espoused in this document are not necessarily those of the agencies consulted

The following stakeholders were identified and consulted at various stages of the process:

ACT Access and Planning Advisory Committee (AAPAC)  
ACT Human Rights Office

### **ACT Government representatives**

ACT Housing, Housing Policy.  
ACTION  
Department of Urban Services, Canberra Urban Parks and Places  
Department of Urban Services, Quality Co-ordination  
Department of Urban Services, Roads ACT  
Department of Urban Services, Transport Policy  
The ACT Planning and Land Authority

### **Commonwealth Government representatives**

National Capital Authority

### **Planning and development industry groups/professional groups**

Association of Consultants in Access, Australia Inc.  
Australian Association for Occupational Therapists  
Australian Institute of Landscape Architects  
Housing Industry Association  
Master Builders Association  
Planning Institute of Australia  
Real Estate Institute of Australia  
Royal Australian Institute of Architects  
The Property Council of Australia

### **Disability Organisations**

ACROD (ACT Division)  
ACT Deafness Resource Centre  
Blind Citizens of Australia ACT  
Council on the Ageing  
Disabled Persons Initiative ACT  
Physical Disability Council of the ACT  
Women with Disabilities ACT

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### **1.8    *ACKNOWLEDGEMENTS***

The ACT Planning and Land Authority wish to thank stakeholders for their assistance in preparing these guidelines:

In particular the AAPAC, Ashfield Municipal Council, the Olympic Coordination Authority and the ACT Human Rights Office.

The planning authority also thanks Eric Martin of Eric Martin & Associates and Chris Marcar of Able Access for their assistance in finalising the guidelines.

## PART 2 – CONTEXT

These guidelines are intended to assist practitioners in achieving access objectives that are contained in the *Territory Plan*. They are also designed to complement the provisions of Commonwealth and State legislation relating to access and mobility, the *BCA*, relevant Australian Standards and other policies and guidelines adopted by the Territory for planning purposes, in particular *the ACT Code for Residential Development* or its successor. In the case of any inconsistency the highest standard is intended to prevail.

### 2.1 PLANNING LEGISLATION

#### 2.1.1 THE LAND (PLANNING AND ENVIRONMENT) ACT 1991

*The Land (Planning and Environment) Act 1991* (otherwise known as the *Land Act*) sets out (among other things) provisions for permitting, maintaining or changing land use in the Territory. *The Land (Planning and Environment) Regulations 1992* also include a range of exemptions from the requirement, for either approval (under section 230 of the Act) or notification of applications (under section 229), for many types of construction-related works.

If proposed development does require approval, then the planning authority must, when assessing proposal, consider whether legislation such as the *DDA* and the *ACTDA* would be breached by a proposed development and, in such cases, should either refuse to approve the development application or impose appropriate conditions.

Section 7(1) of the *Land Act* prescribes the object of the *Territory Plan*, which guides planning at a Territory level. The object of the Plan is as follows:

*The object of the plan shall be to ensure, in a manner not inconsistent with the National Capital Plan, that the planning and development of the Territory provides the people of the Territory with an ecologically sustainable, healthy, attractive, safe and efficient environment in which to live, work and have their recreation.*

#### 2.1.2 THE TERRITORY PLAN

*The Territory Plan* is a subsidiary of the *Land Act* and provides a strategic framework for the management of development and land use change in the ACT. The plan sets out broad principles, which will guide development and manage change over the next 10-15 years.

Part A of the *Territory Plan* outlines the general principles and policies relating to the administration of the plan. The importance of providing equitable access is acknowledged in the Plan's Strategic Principles as follows:

*"The needs of people with disabilities will be recognised in all facets of urban planning, including in particular the design and operation of transport and access systems, and the assessment of development proposals."* (Territory Plan, Part A, Section A2)

Part A of the *Territory Plan* identifies matters that are to be taken into consideration when assessing development. As part of this a register of Planning Guidelines has been established. A planning guideline is any map, plan, standard, code or other like document adopted by the planning authority for the purpose of guiding planning decisions. It is intended that these Interim Planning Guidelines for Access and Mobility will be adopted and included in the interim register.

Increasingly the *Territory Plan* is requiring greater provisions for access and adaptability. For example Variation 158, Group Centres Variation requires that ground floor units in residential developments within group centres be developed to the appropriate adaptable housing standard. These Guidelines will help facilitate this process.

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For more information regarding this example please see Variation 158, Group Centres Variation

### **2.2 DISABILITY DISCRIMINATION LEGISLATION**

There are two laws that apply in the ACT and protect people with disabilities from discrimination. These laws are the Commonwealth *Disability Discrimination Act 1992 (DDA)* and the ACT *Discrimination Act 1991 (ACTDA)*.

#### **2.2.1 The ACT Discrimination Act 1991 (ACTDA)**

The *ACTDA* is a law that aims to protect the rights of people in the ACT. It makes it unlawful for a person to be treated unfavourably because of their disability in range of areas including access to premises. Section 19 of the Act deals specifically with access, and states the following:

*It is unlawful for a person to discriminate against another person—*

- (a) by refusing to allow the other person access to, or the use of, any premises that the public or a section of the public is entitled or allowed to enter or use (whether for payment or not);*
- (b) in the terms or conditions on which the discriminator is prepared to allow the other person access to, or the use of, any such premises;*
- (c) in relation to the provision of means of access to such premises;*
- (d) by refusing to allow the other person the use of any facilities in such premises that the public or a section of the public is entitled or allowed to use (whether for payment or not);*
- (e) in the terms or conditions on which the discriminator is prepared to allow the other person the use of any such facilities; or*
- (f) by requiring the other person to leave such premises or cease to use such facilities.*

The *ACTDA* covers places that can be used by the public or a section of the public. The definition includes schools, universities, shopping centres, public buildings, shops, car parks, parks and recreational facilities, theatres, museums and more. It also includes access to aircraft, public vehicles and vessels and it does not matter whether you had to pay to enter or not.

If someone believes they have been discriminated against, they can make a complaint to the ACT Human Rights Office in an effort to have the discrimination stopped and/or remedied.

#### **2.2.2 The Commonwealth Disability Discrimination Act 1992 (DDA)**

The *DDA* is also complaints based legislation, which was introduced by the Federal Government in 1992. The Human Rights and Equal Opportunities Commission (HREOC) administers the *DDA*.

The Act aims to eliminate bias against people with disabilities and protect their rights to equality as a community member. The *DDA* provides, in section 23(1) that:

*“It is unlawful to discriminate against another person on the ground of the other person’s disability or a disability of any of that other person’s associates:*

- a) by refusing to allow the other person access to, or the use of, any premises that the public or a section of the public is entitled or allowed to enter or use (whether for payment or not); or*
- c) in relation to the provision of means of access to such premises”*



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### **The Commonwealth Disability Discrimination Act 1992 and The ACT Discrimination Act 1991**

Therefore any area that is used by the public should be accessible to people with disabilities, as defined by both acts. This applies to existing public places as well as new developments. The law provides an exception, which says that if altering or modifying the building would impose “Unjustifiable Hardship”, it would not be deemed unlawful discrimination.

(Section 2.3 Source: Newsletter of the ACT Human Rights Office ‘Fair For All’ No 4 October 2000)

#### **2.2.3 Discrimination**

Both laws cover direct and indirect discrimination.

**Direct Discrimination** occurs when a person treats another person unfavourably because of that person’s attributes. (*ACTDA* (1991), Section 8(1)(a). For example, a child who uses a wheelchair wishes to enrol at a public school. The premises are not accessible to people with mobility impairments. The child’s application is either not accepted or is rejected due to his/her disability.

**Indirect Discrimination** occurs when a person imposes a condition or requirement which, although sometimes apparently neutral on its face, has the effect of disadvantaging a group of people who share one of its attributes. (*ACTDA* (1991), Section 8(1)(b), (2,3). For example, special guests are allocated ground floor seating at a sporting event and general seating is confined to tiered stands. Access to the stands is only provided via steps, thus preventing individuals with mobility impairments from accessing seating in a dignified manner.

#### **2.2.4 Unjustifiable Hardship**

Both laws (the *DDA* and *ACTDA*) provide exemption where provision of access might cause ‘Unjustifiable Hardship’ to the developer or owner. The concept of Unjustifiable Hardship concerns the level of hardship a person may face in complying with requirements of the *DDA*, (usually in provision of access and services). If the level of hardship faced is held to be unjustifiable an exception to the requirement to comply with the relevant parts of the *DDA* may exist.

It is impossible however, to give a general indication as to what will amount to hardship and what is unjustifiable as what is considered to be hardship or unjustifiable differs depending on the relevant circumstances in each specific case. What may be unjustifiable in one situation may not be unjustifiable where the circumstances differ and any attempt to draw inferences from what may have occurred in previous cases is of little assistance.

#### **The planning authority can not determine what constitutes unjustifiable hardship.**

The only bodies capable of determining unjustifiable hardship are the Human Rights and Equal Opportunities Commission (HREOC), in the instance of a claim relating to the *DDA*, or the Discrimination Commissioner of the ACT, in the instance of a claim relating to the *ACTDA*. Decisions of these bodies may be appealed to a higher court for a review of the decision.

In determining unjustifiable hardship all relevant circumstances of the particular case must be taken into account. Ultimately this will always involve a balancing of the competing interests of the need to avoid or prevent discrimination and the hardship imposed in preventing discrimination.

The *DDA* allows Commonwealth, State and Local Government departments, educational institutions and public authorities and anyone who provides goods and services to develop an Action Plan. If such a plan has been lodged before the HREOC it will be taken into account in determining whether there is unjustifiable hardship.

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For more information contact HREOC – see PART 7 - Contacts for Further Advice

## 2.3 BUILDING LEGISLATION

### 2.3.1 The Building Act

The *Building Act 1972* regulates the approval and carrying out of building work in the ACT. After an owner has been given development approval they have to obtain building approval before construction work can commence (note building approval may be given without development approval for purely internal work). With the move to 'private certification of building work', in 1999, approval is now given by a private building certifier appointed by the owner.

Building approval can only be issued if work complies with the requirements of the *Building Act* and Regulations. The *Building Act* requires compliance with the *BCA* and its ACT Appendix, as the building code for the ACT. All building work must comply with current *BCA* requirements.

The *Building Act* does not specifically contain any requirements of its own for the provision of access. Instead, it ensures accessibility through requiring compliance with the *BCA* and the referenced Australian Standards.

### 2.3.2 The Building Code Of Australia (BCA) and the Australian Standards

The *BCA* and Australian Standard *AS1428 - Design for Access and Mobility* provide the primary statutory controls regulating access and mobility issues for owners, designers, developers, builders and town planners. The *BCA* regulates where access is required and calls up *AS1428 Part 1 - General Requirements for Access – New Building Work* as the mandatory requirement for details as to how that access is provided. *AS1428 Part 4 – Tactile Indicators* is also called up by the *BCA* under certain circumstances. *AS1428 Parts 2-3* provide additional considerations for providing more accessible designs for premises but are not mandatory.

As it is complaints based, disability legislation is open to a more general application of access requirements than the *BCA*. Recent court cases, particularly the Federal Court's ruling on *Cooper vs Human Rights and Equal Opportunity Commission (1999)*, have emphasised the responsibilities of planning authorities, developers and building certifiers to consider the *DDA* principles in the design of new developments. Purely relying on the *BCA* may no longer be sufficient for access and mobility provisions. Reliance on HREOC's own advisory notes does not guarantee indemnity from a complaint under the *DDA*. For this reason, the Commonwealth parliament recently passed an amendment to the *DDA*, which allows the minister to adopt a disability standard for buildings. Compliance with an adopted building access disability standard would be sufficient defence against a complaint lodged under the *DDA*. The Commonwealth and the Australian Building Codes Board (ABCB) are also developing a protocol to ensure its consistency with the *DDA* standards. To ensure this the ABCB is working closely with HREOC on these standards.

The *BCA* sets out standards that apply to a new building or part of a building that is altered. The ABCB is also developing a protocol that sets out what additional access must be provided in existing buildings when upgrading work is undertaken. At present the *Building Act* requires the whole of a building to be upgraded to the standard of the current *BCA* when 50% or more of it has been altered. Implementation of the ABCB's protocol for existing buildings would require additional special provisions in the Act.

## 2.4 BRIDGING THE GAP BETWEEN THE BCA AND THE DISABILITY DISCRIMINATION LEGISLATION

As mentioned the *BCA* is currently being reviewed to make it more compatible with the discrimination legislation. This has created uncertainty, as the *DDA* is essentially complaints based with no definite standards to ensure compliance.

HREOC has produced "*Advisory Notes on Access to Premises*", June 1997 to assist people responsible for new or proposed developments. It is suggested that these advisory notes be followed as a way to substantially reduce the risk of complaint. However it should be noted that this advice does not guarantee protection against any claim of discrimination.

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### 2.5 SUMMARY OF RELEVANT AUSTRALIAN STANDARDS

AS1158.3.1 (1999)	<i>Road lighting – Pedestrian area (category p) lighting – Performance and installation design requirements</i>
AS1428.1 (2001)	<i>Design for Access and Mobility - General Requirements for Access – New Building Work</i>
AS1428.2 (1992)	<i>Design for Access and Mobility - Enhanced and Additional Requirements – Buildings and Facilities</i>
AS1428.3 (1992)	<i>Design for Access and Mobility - Requirements for Children and Adolescents with Physical Disabilities.</i>
AS1428.4 (2002)	<i>Design for Access and Mobility - Tactile Ground Surface Indicators for the Orientation of People With Vision Impairment</i>
AS 1680.0 (1998)	<i>Interior Lighting – Safe Movement</i>
AS1735.7 (1998)	<i>Lifts, Escalators and Moving Walks –Stairway Lifts</i>
AS1735.12 (1999)	<i>Lifts, Escalators and Moving Walks – Facilities for Persons With Disabilities.</i>
AS2220.2 (1989)	<i>Emergency Warning and Intercommunication Systems in Buildings - System Design, Installation and Commissioning</i>
AS2890.1 (1993)	<i>Parking Facilities: Part 1 – Off Street Car Parking</i>
AS2899 (1986)	<i>Public Information Symbol Signs - Part 1 General Information Signs</i>
AS3769 (1990)	<i>Automatic Teller Machines – User access</i>
AS4299 (1995)	<i>Adaptable Housing</i>
AS4586 (1999)	<i>Slip Resistance Classification of New Pedestrian Surface Materials</i>

The editions of standards referred to are current at the time of printing.

All standards may be purchased from Standards Australia. (See section 7 of these guidelines for contact details).

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### **2.6 OTHER RELEVANT ACT PLANNING DOCUMENTS**

*ACT Crime Prevention and Urban Design Resource Manual*

*ACT Outdoor Cafes in Public Places Policy*

*ACT Parking and Vehicular Access Guidelines*

*Advisory Notes on Access to Premises (Human Rights and Equal Opportunity Commission)*

*Civic Accessibility Guidelines*

*Code of Practice for the Placement of Moveable Signs*

*Design Standards for Urban Infrastructure*

*The Civic Lighting and Pedestrian Signage Strategy Plan*

*The Civic West Pedestrian Links Study*

*The Garden City Variation to the Territory Plan (Variation 200)*

*The Public Realm Strategy for Civic*

*The Territory Plan 2002 – Written Statement*

Most documents are available from the planning authority shopfront or from their web site. (See section 7 of these guidelines)

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## PART 3 – PEOPLE WITH DISABILITIES AND PLANNING FOR ACCESS

### 3.1 DETAILS OF BARRIERS AND TO OVERCOME THEM

A barrier is an object (both physical and immaterial) that obstructs or impedes, for example a barrier may be a step or ignorance that a step may form a barrier. The most common access issues that arise with Development Applications are outlined below. Full details of and how to overcome barriers are provided in the *BCA* and the referenced standards.

Barrier	Issues
Car Parking	<ul style="list-style-type: none"><li>▪ Lack of designated accessible car parking</li><li>▪ Inadequate size of parking spaces</li><li>▪ Distance from the main building entry.</li></ul>
Controls	<ul style="list-style-type: none"><li>▪ Controls, switches that are out of the common reach zone.</li></ul>
Entry	<ul style="list-style-type: none"><li>▪ Narrow doors</li><li>▪ Inadequate circulation space either side</li><li>▪ Inadequate landings either side</li><li>▪ Force required to open the door too great</li></ul>
Facilities	<ul style="list-style-type: none"><li>▪ Lack of visual, tactile and audible signage,</li><li>▪ Lack of sound reinforcement where public address facilities are provided.</li></ul>
Gradient	<ul style="list-style-type: none"><li>▪ Routes with gradients too steep</li><li>▪ Cross falls which are greater than 1:40</li></ul>
Ramps	<ul style="list-style-type: none"><li>▪ Steep and long gradients,</li><li>▪ Inadequate or lack of landings</li><li>▪ Lack of appropriate handrails</li><li>▪ Lack of appropriate tactile ground surface indicators</li></ul>
Signs	<ul style="list-style-type: none"><li>▪ Use of non international standard signs</li><li>▪ Lack of tactile surface and braille signage</li></ul>
Stairs	<ul style="list-style-type: none"><li>▪ Open risers</li><li>▪ Lack of contrast on nosings</li><li>▪ Lack of handrails or handrails on one side of stairs only</li><li>▪ Handrails not extending beyond the bottom and top of stairs</li><li>▪ Lack of appropriate tactile ground surface indicators</li></ul>
Steps	<ul style="list-style-type: none"><li>▪ Steps in the path of travel from the property boundary or the car park to a building or entry into a building,</li><li>▪ Trip hazards (risers greater than 5mm are a hazard).</li></ul>
Toilets	<ul style="list-style-type: none"><li>▪ Inadequate circulation space within toilets</li><li>▪ Poor layout of fittings</li></ul>

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### 3.2 *DESIGNING FOR ACCESS*

The key issues to consider when designing for access include providing a continuous accessible path of travel, ensuring access is available to all buildings, facilities and services and having an appreciation of how people with disabilities access and use facilities.

While the development application process highlights issues that need to be considered it is the detail that is critical. Lack of attention to detail during design, documentation and construction can result in a building not being accessible and not meeting the requirements of the *BCA*, therefore not achieving clearance of the Building Certifier.

Good design for people with disabilities is good design for everyone. It ensures easy access for everyone including parents with pushers, children, moving furniture etc. This is the basis of universal design or inclusive design and needs to be part of the standard design process. Good design for people with disabilities is to be considered by the planning authority in assessing Development Applications.

No building type is excluded from the need to consider access. Access should extend to all amenities and levels in a building including basements and car parks, by a continuous accessible path of travel, which is the most commonly used and direct path of travel.

To ensure access is fully considered specialist advice is often desirable. To obtain a list of qualified access consultants you may wish to contact a peak body listed in Part 7 of these guidelines.

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## PART 4 – DETAILED PROVISIONS

The following section outlines circumstances under which access should be provided. It covers all development applications for new work as well as alterations, additions and refurbishment of existing buildings and outdoor areas. Section 4.1 applies to all non-residential development and Section 4.2 applies to residential development.

Under each objective a number of strategies have been identified. Where compliance with specified standards and guidelines is not for some reason achievable, developers/designers etc are requested to identify other strategies of achieving the objective.

### 4.1 NON – RESIDENTIAL DEVELOPMENT

All non-residential development including public buildings, outdoor areas and facilities should be accessible by all members of the community (including employees).

In all circumstances the owners, developers and designers must be aware of their obligations imposed by the Commonwealth *Disability Discrimination Act (1992)* and the *ACT Discrimination Act (1991)*.

**Note:** Major work in an existing building is defined as work affecting more than 50% of the volume of the whole building as assessed by a reasonable person. When major work is undertaken the whole building is to meet access requirements of the *BCA*.

However, if an area of a building is being refurbished, regardless of size of the refurbishment and the size or compliance of the rest of the building, the whole of the refurbished area is to be made to meet access requirements of the *BCA*.

OBJECTIVE	TYPE OF DEVELOPMENT APPLICATION (WHERE APPLICABLE)	LAND USES	STRATEGIES
<b>4.1.1 Objective 1</b>			
<i>Ensure that new development of public buildings and community facilities is accessible.</i>	<i>All new development and major work in existing buildings.</i>	Applicable to all non-residential land including:  Commercial Industrial Community Facility Restricted Access Recreation Entertainment Accommodation and Leisure	(a) The <i>Building Code of Australia (BCA)</i> , which incorporates the <i>Australian Standard AS1428.1</i> and other standards, must be enforced as the minimum requirement for buildings and developments.  (b) <i>AS1428.2</i> shall be encouraged for buildings and development.  (c) Access is to be provided to and within all the areas and to facilities of the building where there is a reasonable expectation of access by any owner, occupant, employee or visitor.  (d) The owner/asset manager must be aware of the obligations imposed by the <i>DDA</i> and the <i>ACTDA</i>

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OBJECTIVE	TYPE OF DEVELOPMENT APPLICATION (WHERE APPLICABLE)	LAND USES	STRATEGIES
<b>4.1.2 Objective 2</b>			
<p><i>Promote access to existing buildings and public places.</i></p>	<p><i>(i) Work involving changes to the principal existing entrance/exit, other main points of entry/egress or refurbishment of an area of an existing building but not major alterations to other parts of the property.</i></p>	<p>Applicable to all non-residential land including:</p> <p>Commercial Industrial Community Facility Restricted Access Recreation Entertainment Accommodation and Leisure</p>	<p>(a) The Building Code of Australia (<i>BCA</i>), which incorporates the Australian Standard AS1428.1 and other standards, must be enforced as the minimum requirement for buildings and developments.</p> <p>(b) <i>AS1428.2</i> shall be encouraged for buildings and development</p> <p>(c) Access is to be provided through the principal public entrance, at any other main points of entry and to areas used by the public and staff.</p> <p>(d) If car parking is provided, accessible spaces are to comply with <i>ACT Parking and Vehicular Access Guidelines</i> and are to be connected to the premises by a continuous accessible path of travel.</p> <p>(e) The refurbished area to be designed to comply with <i>BCA</i> and its referenced standards for access</p> <p>(f) The owner/asset manager must be aware of the obligations imposed by the <i>DDA</i> and the <i>ACTDA</i></p>
	<p><i>(ii) Minor works, which do not affect access to and within the property.</i></p>		



## ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

OBJECTIVE	TYPE OF DEVELOPMENT APPLICATION (WHERE APPLICABLE)	LAND USES	STRATEGIES
<p><b><u>4.1.2 Objective 2 cont</u></b></p> <p><i>Promote access to existing buildings and public places.</i></p>	<p><i>(ii) Minor works, which do not affect access to and within the property.</i> <b>cont</b></p> <p><i>(iii) Changes of use</i></p>		<p>(e) The applicant is encouraged to provide access.</p> <p>(f) The owner / asset manager is to be advised of the obligations imposed by the <i>DDA</i> and the <i>ACTDA</i></p> <p>(a) The Building Code of Australia (<i>BCA</i>), which incorporates the Australian Standard <i>AS1428.1</i> and other standards, must be enforced as the minimum requirement for buildings and developments.</p> <p>(b) <i>AS1428.2</i> shall be encouraged for buildings and development</p> <p>(c) Access is to be provided through the principal public entrance, at any other main points of entry and to areas used by the public and staff.</p> <p>(d) In the instance of an application for change of use, the planning authority can require premises to be made fully accessible.</p> <p>(e) Applicants are required to meet minimum access conditions commensurate with the new use.</p> <p>(f) Existing access levels must not be decreased.</p> <p>(g) The owner / asset manager is to be advised of the obligations imposed by the <i>DDA</i> and the <i>ACTDA</i>.</p>

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OBJECTIVE	TYPE OF DEVELOPMENT APPLICATION (WHERE APPLICABLE)	LAND USES	STRATEGIES
<b>4.1.3 Objective 3</b>			
Ensure access through pedestrian networks including footpaths, public arcades, underpasses and overpasses.	<i>All new development, major works, minor works and change of use.</i>	Open spaces	<p>(a) The owner / asset manager is to be advised of the obligations imposed by the <i>DDA</i> and the <i>ACTDA</i>.</p> <p>(b) where topographically possible paths in open space must comply with the requirements for Walkways, Ramps and Landings in AS1428.1</p> <p>(c) AS1428.2 shall be encouraged for adoption in the proposed work.</p> <p>(d) The design to comply with Civic Accessibility Guidelines for all work in Civic.</p>
<b>4.1.4 Objective 4</b>			
Provide convenient access to all public open space including parks, reserves and shopping centres.	<i>All new development, major works, minor works and change of use.</i>	Urban Open Space Major Roads	<p>(a) The owner/asset manager must be aware of the obligations imposed by the Commonwealth <i>DDA</i> and the <i>ACTDA</i>.</p> <p>(b) Work on structures within or the continuous accessible path of travel to said structures is to comply with relevant parts of <i>BCA</i> and its referenced standards.</p>

## 4.2 RESIDENTIAL DEVELOPMENT

### 4.2.1 Background

The provision of a diverse range of suitable housing to accommodate older people, families and people with disabilities is a major objective of these guidelines. The purpose is to allow people to remain within the same local community of friends, family and networks rather than being forced to relocate purely because their home is no longer suitable due to changing needs.

*Adaptable Housing* is housing specifically designed to enable easy modification and is recognised as a common sense approach to housing design as it involves considering a broad range of user requirements. Some features include wider doorways, larger garages and carports, non-slip floor surfaces, enhanced internal circulation space and bathrooms and kitchens that are easy to adapt to accessible facilities.

*Adaptable Housing* promotes convenience and safety and is based on the principle that homes should be accessible to all (children, older people and people with disabilities) making dwellings more suitable for people at all stages of their lives. As a result, the provision of adaptable housing should not be limited to special use facilities.

“Visitable” housing enables access to and within the main entry level by aged people or people with disabilities, and should include access within the dwelling and out to the designated private open space

There is currently no mandatory requirement for adaptable housing through the *BCA*. However, the Australian Standard *AS4299 (1995)- Adaptable Housing* provides guidance for the design of adaptable housing.

The principles as outlined in this standard are as follows:

- a) Adaptable Housing is good design for everyone.
- b) Adaptable Housing should be possible at relatively little extra cost.
- c) The concept will provide safer houses.
- d) Continuation of existing community and family networks will be possible, and
- e) It will be suitable for people at any level.

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## 4.2.2 Access Required To New Residential Development.

### Objective

*Introduce standards for Adaptable Housing to recognise the diverse needs of the community, particularly people with disabilities and older people.*

The following guidelines apply to new multi unit developments and major alterations/extensions to existing communal areas within multi unit developments. However, in order to improve access, elements of this document should also be taken into account in single residential developments.

### Strategies

TYPE OF DWELLING	AREAS TO BE ACCESSIBLE AND REQUIRED ADAPTABLE
<i>(a) Residential Dwellings</i>	Dwelling design should consider AS 4299(1995) - <i>Adaptable Housing</i> .
<i>(b) Dual Occupancies</i>	Dwelling design should consider AS 4299(1995) - <i>Adaptable Housing</i> .
<i>(c) Multi- Unit Housing, including townhouses, villas, serviced apartments and flats.</i>	<p><b>General Access</b> Access in accordance with AS1428.1 with preference for AS1428.2 to be provided to all communal areas and facilities.</p> <p>Access in accordance with AS1428.1 for all persons through principal pedestrian entry and any other main points of pedestrian entry to be provided. NB This is encouraged for townhouses and villas but is not mandatory.</p> <p>A continuous path of travel to be provided between the main street entrance, units and communal spaces (eg. Accessible car parking spaces, letterboxes, recreation areas, laundry facilities).</p>
<i>(d) Multi- Unit Housing, including townhouses, villas, serviced apartments and flats in A10 Residential Core Areas defined by Variation 200 and the B1, B2, B11, B12 and B13 areas, and Town, Group and Local Centres as defined in the Territory Plan.</i>	<p><b>Adaptable Housing</b> For proposals for multi unit housing consisting of 10 or more dwellings in the A10 Residential Core Areas defined by Variation 200 and the B1, B2, B11, B12 and B13 areas, and Town, Group and Local Centres as defined in the Territory Plan, 10% of units being adaptable is considered to satisfy the relevant principle in the Territory Plan relating to adaptable housing.</p> <p>Adaptable units are to comply with AS4299 Class C (<i>Adaptable Housing</i>) and be certified by a suitably qualified person.</p> <p>Adaptable units should be located throughout the building in a variety of locations, level and outlooks and cover a range of unit designs. Providing adaptable units on a range may not be appropriate if there is not lifted access available or planned for.</p> <p>Where a lift is not installed the space for the future provision of a vertical lift, stair lift or alternative lifting device should be provided. This could take the form of storage cupboards, voids or wider staircases.</p> <p>Lifts must comply with the appropriate Australian standard (AS1735).</p> <p><b>NB None of the above points under Adaptable Housing are mandatory under the BCA.</b></p>

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TYPE OF DWELLING	AREAS TO BE ACCESSIBLE AND REQUIRED ADAPTABLE
<p><i>(c) cont. Multi- Unit Housing, including townhouses, villas, serviced apartments and flats</i></p>	<p><b>Car parking</b> At least one accessible car parking space is to be provided for each adaptable unit in accordance with <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS 2890</i>. NB signage, apart from unit ID, does not need to be provided.</p> <p>These spaces are to be located close to the entrance of the adaptable units and are to be accessible from the main entrance of the building. For accessible basement parking spaces a lift or access by ramp be provided to the main accessible entry.</p> <p>Accessible parking to be provided in basements car parks in accordance with <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS2890</i>. Basement car parks are to have a minimum clearance height of 2.5m above the adaptable space in accordance with <i>AS1428.2</i> to accommodate wheel chair lifts.</p> <p>Accessible visitors parking should also be provided in accordance with <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS2890</i>.</p> <p>NB a car parking space with a clear width of 3.2m within basement car will be deemed to have met the Territory's requirements in terms of parking for an adaptable house/unit.</p>
<p><b>(d) Places of Shared Accommodation including:</b></p> <ul style="list-style-type: none"><li>• Boarding house, guest house, lodging house or hostel;</li><li>• Residential part of a hotel or motel;</li><li>• Residential part of a school;</li><li>• Residential part of a health care facility; and</li><li>• Specific purpose accommodation</li></ul>	<p><b>General Access</b> Access in accordance with the <i>BCA, AS1428.1</i> with preference to <i>AS1428.2</i> to be provided.</p> <p><b>Adaptable Housing</b> Adaptable design in accordance with <i>AS4299</i> to be provided at the following rates:</p> <p>a) With a gross floor area not exceeding 300m<sup>2</sup> and no more than 12 person capacity – 1 room.</p> <p>b) Gross floor area exceeding 300m<sup>2</sup> or more than 12 person capacity.</p> <ul style="list-style-type: none"><li>• Less than 49 person capacity – 2 rooms.</li><li>• More than 49, but less than 99 – 4 rooms.</li><li>• More than 99 persons – 6 rooms.</li></ul> <p><b>NB Accessible facilities including toilets must be provided with the design</b></p> <p><b>Car parking</b> At least one accessible car parking space is to be provided for each adaptable unit in accordance with <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS 2890</i>. NB signage, apart from unit ID, does not need to be provided.</p> <p>These spaces are to be located close to the entrance of the adaptable units and are to be accessible from the main entrance of the building. For accessible basement parking spaces a lift or access by ramp be provided to the main entry.</p> <p>Accessible parking to be provided in basements car parks in accordance with <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS2890</i>. Basement car parks are to have a minimum clearance height of 2.5m above the adaptable space in accordance with <i>AS1428.2</i> to accommodate wheel chair lifts.</p>

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Accessible visitors parking should also be provided in accordance with *ACT Parking and Vehicular Access Guidelines* and *AS2890*.

***(e) Special purpose developments for older people and people with disabilities including:***

- Hostels;
- Retirement complexes; and
- Special care facilities.

***General Access***

General access in accordance with the *BCA* and *AS1428.1* shall be provided. However the use of *AS1428.2* is encouraged.

Appropriate access for all persons through principal entry and any other main points of entry to be provided.

A continuous path of travel in accordance with *AS1428.1* is to be provided between the main street entrance, adaptable units and communal spaces (eg. Accessible car parking spaces, letterboxes, recreation areas, and laundry facilities). Lifts in accordance with *AS 1735* are to be provided where this is not possible.

Where complexes are specifically designed for children and adolescents access in accordance with *AS1428.3* is to be considered along with the other access standards provided.

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TYPE OF DWELLING	AREAS TO BE ACCESSIBLE AND REQUIRED ADAPTABLE
<b>(e) (cont.) <i>Special purpose developments for older people and people with disabilities including:</i></b>	Access in accordance with AS 4299 ( <i>Adaptable Housing</i> ) Class C must be provided to and within 100% of units so that they are reversible for future use.
<b>(f) <i>Developments that incorporate both residential and non-residential uses. (Eg Hotels, Multi – Unit Developments)</i></b>	Access to be provided in accordance with both the residential and non-residential requirements of these guidelines.

### **4.2.3 Refurbishment Of Existing Residential Buildings**

- 4.2.3.1 In the case of minor alterations to the communal areas in an existing multi unit residential building the provision of access is encouraged. Existing levels of access to said communal areas must not be reduced.
- 4.2.3.2 For major alterations to existing residential buildings access is encouraged in accordance with AS4299.

## PART 5 – DESIGN GUIDELINES

The following section draws on the access design requirements of the *Building Code of Australia*, relevant Australian Standards and the advisory notes produced by the Human Rights and Equal Opportunity Commission. Where applicable the relevant standard has been referenced.

**NOTE: The Guidelines only cover some key aspects of designing for access. Relevant codes and standards should be referenced for full compliance. Please see page 9 of these Guidelines for a list of relevant material.**

### 5.1 CONTINUOUS ACCESSIBLE ENVIRONMENT

One of the key concepts of the Australian Standards is the requirement of a “*Continuous Accessible Path of Travel*”. A continuous accessible path of travel is an uninterrupted path of travel to or within a building, structure or space providing access to all facilities and amenities normally accessible to building users. This accessible path must not incorporate steps, humps, stairways, revolving doors, escalators or other impediments that prevents the path being utilised by all people including people with disabilities. It should make provision for adequate lighting for night-time usage, and generally not include locations attractive to ‘muggers’. The provision of such a path is fundamental to creating an accessible environment.

#### **5.1.1 Continuous Accessible Path of Travel must be provided:**

- a) From accessible parking spaces and passenger drop off points to entrances of buildings.
- b) To connect buildings, facilities and spaces that are on the same block or part of the same complex where topographically possible.
- c) To connect accessible entrances of a building to all accessible spaces and facilities within the building.
- d) To minimise distances travelled between accessible elements of buildings and facilities.
- e) From public spaces to entrances of buildings.

### 5.2 SITE ACCESS

**5.2.1** Provide a continuous accessible path of travel to all facilities and levels in all buildings, structures or spaces which the public is allowed to enter, including access from parking (whether it is on the street, at ground level on-site, or in a basement), bus stops and set down areas

**5.2.2** A continuous accessible path of travel should be the most commonly used and direct path of travel. If for any reason this is not possible, clear signage indicating an alternative route must be provided.

### 5.3 DOORWAYS AND DOORS

**5.3.1** The main entry must be accessible.

**5.3.2** Other doors in all public circulation areas and spaces must be accessible to all users.

**5.3.3** Ensure specifications of doors and circulation space comply with *AS1428.1*.

**5.3.4** Automatic doors are preferred, particularly at public entrances. Revolving doors should be avoided however if used an additional accessible door must be provided.

**5.3.5** Sensors for automatic doors must be arranged such, that they can be activated by a person in a wheelchair.



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- 5.3.6** Doors should be easily opened with minimum force. It is recommended that the door does not need a force greater than 110 Newtons to open it.
- 5.3.7** Height of handle, clearance beside door & approaching doors and viewing panels in doors must comply with *AS1428.1*.
- 5.3.8** Doors should not intrude into pedestrian pathways.
- 5.3.9** Ensure provision of level landing either side of the door, compliant with *AS1428.1*.
- 5.3.10** Ensure no step at entrance and provision of ramps where necessary.
- 5.3.11** If more than one door is provided to the main entry at least the main door must comply with the width and handle height requirements of *AS1428.1*.
- 5.3.12** Glazed doors to be clearly defined with a continuous contrasting band across them as per *AS1428.1*.

### **5.4 WALKWAYS**

- 5.4.1** Where topographically possible all walkways must comply with *AS1428.1* particularly for gradients and landings. Compliance with *AS 1428.2* is encouraged.
- 5.4.2** All sloping walkways should be safe and convenient for all users. Slip resistance must comply with *AS4586*.
- 5.4.3** Any camber or cross fall should be kept to a minimum to ensure drainage and must not exceed 1:40.
- 5.4.4** A landing with a cross fall not exceeding 1:40 should be provided at building entrance.
- 5.4.5** All walkways should have a minimum width of 1800mm to allow at least 2 wheelchairs to pass or 1200mm with passing spaces in accordance with *AS1428.2*.
- 5.4.6** Accessible path must be clear of all hazards and obstacles including a height clearance of 2000mm (height clearance excludes doorways).
- 5.4.7** Grates with openings greater than 150 x 13 mm must not occur in walkways.
- 5.4.8** Clear or reflective glass adjacent to a path of travel is to be defined with a continuous contrasting band across it as per *1428.1*.
- 5.4.9** Must be well lit for night-time usage in accordance with *AS 1680.0*, *AS 1158.3.1* or the *ACT Crime Prevention and Urban design Resource Manual*.

### **5.5 CAR PARKING FACILITIES**

- 5.5.1** All car parking provisions must comply with either the *ACT Car Parking and Vehicular Guidelines* or the *BCA* or
- 5.5.2** Accessible car parking spaces must comply with *AS 1428.1* & *AS 2890*.
- 5.5.3** Accessible car parking spaces must be located close to a (or “the main”) accessible entry and include accessible kerb ramps to provide access to adjacent walkways.
- 5.5.4** Location of accessible car parking spaces must be clearly signposted from entry to site.
- 5.5.5** An international symbol of access must be provided vertically in front of each car space, no lower than 1500mm so that it can be seen over the car.

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**5.5.6** Gradient of the space must not exceed 1:40.

**5.5.7** Avoid parallel parking. Where parallel parking is provided the parking area must be inset so that at no time does the user need to enter the vehicle circulation area.

### **5.6 GROUND SURFACES ON A CONTINUOUS PATH OF TRAVEL (EXTERNAL)**

**5.6.1** All paving and ground surfaces must comply with AS1428.1 and take into account AS4586. Compliance with AS 1428.2 is encouraged.

**5.6.2** Must be safe and traversable by all users.

**5.6.3** Must consist of firm compacted surfaces (not loose gravel).

**5.6.4** Ensure surface is even and slip resistant. The type of paver, location and gradient must be chosen to minimise the chance of moss growth or the creation other circumstances that may cause pavers to become slippery.

**5.6.5** Where non-complying pavers are required due to other factors such as trees, these can be used providing a suitable path of travel in complying pavers is provided through the area involved.

**5.6.6** Tactile Ground Surface Indicators (TGSIs) which comply with AS1428.4 must be used to highlight hazards or provide direction.

**5.6.7** Good design can reduce hazards, therefore reducing the need for TGSIs.

**5.6.8** Materials used should consider long term maintenance to ensure ongoing accessibility, eg tree roots, debris from shrubs and trees.

### **5.7 STAIRWAYS, RAMPS, ESCALATORS & MOVING PATHWAYS**

**5.7.1** All public stairways and ramps must comply with AS 1428.1 and AS1428.4.

**5.7.2** Stairways must not be part of the proposed continuous accessible path of travel.

**5.7.3** Spiral staircases are discouraged and if used alternatives should be provided.

**5.7.4** There must be even tread/riser dimensions for the entire flight of stairs.

**5.7.5** Stairs must not include open risers.

**5.7.6** Provide contrast nosing to treads

**5.7.8** Where there is more than one step or a ramp a handrail must be provided in accordance with the BCA.

### **5.8 HANDRAILS AND GRABRAILS**

**5.8.1** All handrails and grabrails must comply with AS1428.1.

**5.8.2** Where a handrail turns corners ensure it provides a continuous hand hold and does not protrude and create a hazard.

**5.8.3** Ensure handrails extend beyond ramp and stairs in accordance with AS 1428.1.

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### **5.9 LIFTS**

- 5.9.1** As a minimum lifts must comply with the appropriate part of AS1735.
- 5.9.2** Passenger lifts must comply with AS1735.12.
- 5.9.3** All passenger lifts and other forms of vertical transport must serve all users and allow for independent operation by the user.
- 5.9.4** Ensure that the clear dimensions in a passenger lift are a minimum of 1100mm x 1400mm, in accordance with AS 1735.12 Section 2, except for lifts specified in part 7 and part 14 of the referenced standard.
- 5.9.5** Controls (internal and external) must be located at an accessible height, not in corners and must be tactile.
- 5.9.6** Ensure that door and lift lobby comply with Clause 5.3 of these guidelines.
- 5.9.7** A visual indicator must be provided within the lift to inform a person who is deaf/hearing impaired that an emergency call has been received.
- 5.9.8** An audible indicator must be provided within the lift to inform a person with vision impairment that an emergency call has been received.
- 5.9.9** An audible indicator that informs a person with a visual impairment at which floor the lift has stopped must be provided within an enclosed lift that service three or more floors.

### **5.10 ACCESSIBLE SANITARY FACILITIES**

- 5.10.1** Accessible Sanitary Facilities (toilets and washbasins) must comply with the BCA and AS1428.1. Compliance with AS 1428.2 is encouraged.
- 5.10.2** Ensure accessible toilets are provided in a convenient location.
- 5.10.3** Ensure continuous accessible path of travel to accessible toilets from other accessible areas and facilities within the area.
- 5.10.4** Ensure signage incorporating the international symbol is provided on the outside.
- 5.10.5** Directional signage must include the international symbol in accordance with AS1428.1.

### **5.11 LIGHTING**

- 5.11.1** Internal lighting must comply with AS1680.0.
- 5.11.2** External lighting must comply with AS1158.3.1 or the ACT Crime Prevention and Urban Design Resource Manual whichever is greater.
- 5.11.3** Lighting in accordance with AS1680.0 (internal) or the ACT Crime Prevention and Urban Design Resource Manual (external) is to be provided along the whole of the accessible pathway.

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### 5.12 SIGNAGE

- 5.12.1** Ensure compliance with the *BCA*.
- 5.12.2** Provide good lighting of signage in accordance with the *BCA*.
- 5.12.3** Signs must be placed in accordance with the *BCA*.
- 5.12.4** Utilise Braille and raised tactile signage at accessible heights eg. lift buttons, toilet doors, floor signs within a building, directional signage.
- 5.12.5** Ensure luminance-contrast of letters is 30% difference to background.
- 5.12.6** Provide signage to identify paths of travel, buildings and facilities.

### 5.13 FACILITIES

- 5.13.1** Facilities include the following, but are not limited to:
- reception counters
  - gateways and checkouts
  - public telephones
  - drinking fountains
  - vending machines
  - Automatic Teller Machines
  - bus shelters
  - viewing platforms
  - fishing platforms
  - public BBQs
  - post boxes
  - outdoor furniture including tables and seating
  - refuse receptacles
  - playground equipment
- 5.13.2** Facilities must comply with *AS1428.2*. Automatic Teller Machines are to be in accordance with *AS3769 (1990) – Automatic Teller Machines – User access*
- 5.13.3** Where facilities such as telephones are provided consideration should be given to ensuring access to sound amplification and telephone typewriter (TTY) services.
- 5.13.4** Where fixed tables and seating is provided ensure space is provided for people who use wheelchairs.
- 5.13.5** Where street furniture is provided it is to comply with *AS1428.2*.
- 5.13.6** Additional street furniture is encouraged with a range of seat heights.
- 5.13.7** Street furniture is not to hinder the accessible path of travel.
- 5.13.8** Where topographically possible ensure an accessible path of travel is provided to all facilities required to be accessible. Ensure that placement of facilities does not hinder the continuous accessible path of travel.
- 5.13.9** Consideration should be given to providing visual emergency warning systems in addition to audible emergency warning systems particularly in areas of high public patronage and sanitary facilities.

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## **5.14 LISTENING SYSTEMS FOR HEARING AUGMENTATION**

**5.14.1** Hearing augmentation systems must comply with AS1428.2.

**5.14.2** A hearing augmentation system must be available at all venues where public or private announcements are made so that people who are hearing impaired have equal participation in all activities. Including:

- Any area with speaking amplification/public address systems;
- Reception and information counters where sound amplification is provided;
- Where there are multiple spaces, at least one of each conference room, assembly area, meeting room and the like.

**5.14.3** In addition to the permanent systems, it is preferable that at least one portable system be provided for use in other areas.

**5.14.4** Areas where augmentation is provided must be identified by the symbol for hearing access. Information must also be provided in relation to the type or augmentation and whether it is turned on or off and how to operate it.

## **5.15 FIXED SEATING VENUES**

**5.15.1** Fixed seating must comply with AS1428.1.

**5.15.2** Provision for wheelchairs must be made at an overall rate of at least 1 space for every 100 seats or part there of with a minimum of 2 seats to be provided.

**5.15.3** Provide a range of seating options in terms of location, level, price and sightlines.

**5.15.4** Accessible seating positions must allow users to sit in individual or paired positions, adjacent to fixed seating or in groups of between 10-20 spaces.

**5.15.5** Where possible comparable sightlines must be provided to all wheelchair positions as exists for other users.

**5.15.6** A non-discriminatory booking system should be established and ticket retail outlets should be accessible.

**5.15.7** For venues without fixed seating, but where removable seating is being provided, consideration should be given to arranging seating to allow for equitable access.

**5.15.8** Enhanced amenity seats should be provided in addition to wheelchair positions. These seats should be equitably distributed at the ends of rows and up or down as few steps as possible. Note: Enhanced amenity seats have additional space in front of and to one side to provide greater room for those with mobility impairments who are not in wheelchairs.

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## PART 6 – ASSESSMENT PROMPT – CHECKLIST

### 6.1 USE OF ASSESSMENT PROMPT – CHECKLIST

The following checklist is provided as a guide only. The items listed are those most relevant to the planning authority when considering a development application.

N.B. - Other details are usually embodied in the specification and subject to final check by the Building Certifier. The list does not include all issues referred to in these guidelines or in the *BCA* and related standards. It is not a replacement for a full *BCA* or *Australian Standard* check by the applicant or their agent.

<b>D. A. Access</b>
<b>DA Number:</b> ..... <b>Block:</b> ..... <b>Section:</b> ..... <b>Suburb:</b> ..... <b>DATE:</b>

**USER NOTES:** Use this list to review a project at Development Application stage as a guide that critical aspects are covered. The list does not cover all possible issues and other items should be included where required by a particular project.

ITEM	COMMENTS/DETAILS
<b>01 AUTHORITY COMPLIANCE</b>	
<ul style="list-style-type: none"> <li>• <i>BCA</i> Class of building – circle Refer Page 2501 of the <i>BCA</i> for more information re building classification</li> </ul>	1    2    3    5    6    7    8    9    10
<ul style="list-style-type: none"> <li>• <i>BCA</i></li> <li>• <i>DDA</i> as per the HREOC Advisory Notes</li> <li>• AS1428.1</li> <li>• Other relevant Australian standards</li> </ul>	Proposed work to comply with <input type="checkbox"/> <i>BCA</i> <input type="checkbox"/> AS1428.1 <input type="checkbox"/> Other relevant Australian Standards
<b>02 PROVIDE A CONTINUOUS ACCESS PATHWAY</b>	
<ul style="list-style-type: none"> <li>• <b>Parking</b></li> </ul>	<input type="checkbox"/> Number of spaces provided for people with disabilities complies with the <i>ACT Parking and Vehicular Access Guidelines</i> and <i>AS 2890</i>  <input type="checkbox"/> Spaces are provided close to principal main entry <input type="checkbox"/> Spaces are clearly and appropriately sign posted from the car park entrance and at the spaces <input type="checkbox"/> Spot heights are provided on plans throughout parking area <input type="checkbox"/> Gradient of accessible parking area is a maximum of 1 in 40
<ul style="list-style-type: none"> <li>• <b>To principal entry –</b></li> </ul> <p><b>The principal entry is the main front door and/or the entry to the building used by most people</b></p>	<input type="checkbox"/> Accessible path is provided to, from and through public areas <input type="checkbox"/> Accessible path from designated parking <input type="checkbox"/> No steps without, ramp at max 1 in 14 and cross fall at 1 in 40 <input type="checkbox"/> Min 850mm wide <input type="checkbox"/> Slip resistant paving

## ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

<ul style="list-style-type: none"> <li>• <b>Through principal entry</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Min clear width 850mm</li> <li><input type="checkbox"/> Level landing provided in accordance with AS1428.1</li> <li><input type="checkbox"/> No steps and or appropriate ramps and handrails</li> <li><input type="checkbox"/> Easy access through doors</li> <li><input type="checkbox"/> Slip resistant paving</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Throughout the public areas of the main level</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ramps and steps provided at changes in level (as per AS1428.1)</li> <li><input type="checkbox"/> Clear pathway of 1000mm and doors to have a minimum clear width of 800mm</li> <li><input type="checkbox"/> Space to circulate easily including for person in a wheel chair</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To other levels</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Lifts of adequate size</li> <li><input type="checkbox"/> Steps to meet AS1428.1 (Handrails etc.) – must be accompanied by ramp</li> <li><input type="checkbox"/> Ramps at max 1 in 14 and minimum 1000mm clear width</li> <li><input type="checkbox"/> Stairs and ramps to have handrails on both sides</li> <li><input type="checkbox"/> Slip resistant floor surfaces</li> <li><input type="checkbox"/> Use of Tactile Ground Surface Indicators on stairs and ramps.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>To toilet</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Access to it without steps and wide enough (1000mm)</li> <li><input type="checkbox"/> Size and layout to suit AS1428.1</li> <li><input type="checkbox"/> Unisex</li> <li><input type="checkbox"/> Slip resistant floor surfaces</li> <li><input type="checkbox"/> Convenient location</li> <li><input type="checkbox"/> Statement of compliance with <i>BCA</i></li> </ul>
<ul style="list-style-type: none"> <li>• <b>To services and facilities</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Counter heights and facilities at accessible height</li> <li><input type="checkbox"/> Good colour contrast of critical aspects (signs, doors, steps, hazards)</li> <li><input type="checkbox"/> Indicators for hazards</li> <li><input type="checkbox"/> Slip resistant floor surfaces</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Around the site</b></li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ramps and steps provided at changes in level (as AS1428.1)</li> <li><input type="checkbox"/> Min 1200mm wide</li> <li><input type="checkbox"/> Suitable firm surfaces and non slip</li> <li><input type="checkbox"/> Adequate lighting provided</li> <li><input type="checkbox"/> Landings provided as per 1428.1</li> <li><input type="checkbox"/> Use of TGSI for hazards and directions (as per AS1428.4) Appropriate signage provided</li> </ul>

## PART 7 – CONTACTS FOR FURTHER ADVICE

The contacts listed below cannot provide advice on the implementation or weighting of the guidelines. They can however provide advice on technical aspects of the document.

**accessADAPT, Adaptable Housing & Accessible Design Advisory Services - AGS Group**  
4/48 Mannheim St  
KAMBAH ACT 2902  
Phone: (02) 6231 5777  
Fax: (02) 6231 2177  
<http://www.accadapt.agsgroup.net>

**ACROD (ACT Division)**  
PO Box 146  
DEAKIN WEST ACT 2600  
Phone: (02) 6285 2440  
Fax: (02) 6285 2440  
E-mail: [acrod\\_act@acrod.org.au](mailto:acrod_act@acrod.org.au)

**ACT Access and Planning Advisory Committee (AAPAC)**  
The Planning Authority of the ACT  
GPO Box 1908  
CANBERRA CITY ACT 2601  
Phone: (02) 6207 1706  
Fax: (02) 6207 2587  
E-mail: [tpb@act.gov.au](mailto:tpb@act.gov.au)  
The planning authority's Homepage: [www.actpla.act.gov.au](http://www.actpla.act.gov.au)

**ACT Deafness Resources Centre (ACTDRC)**  
PO Box 3239  
WESTON ACT 2611  
Voice and Fax: (02) 6287 4391  
TTY: (02) 6287 4392  
E – mail: [actdrc@austarmetro.com.au](mailto:actdrc@austarmetro.com.au)

**ACT Disability Advisory Council**  
c/- ACT Office of Disability  
GPO Box 825  
CANBERRA ACT 2601  
E-mail: [officeofdisability@act.gov.au](mailto:officeofdisability@act.gov.au)

**ACT Human Rights Office**  
4<sup>th</sup> Floor  
4 Mort St  
CANBERRA CITY ACT 2600  
Phone: (02) 6207 0576  
Fax: (02) 6207 0587  
TTY: (02) 6207 0525  
<http://www.dpa.act.gov.au/ag/Reports/hro>



## ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

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### **Association of Consultants in Access, Australia**

326 Autumn St  
HERNE HILL VIC 3218

Phone: (03) 5221 2820  
Fax: (03) 5227 2820  
[www.access.asn.au/](http://www.access.asn.au/)

### **Australian Association of Occupational Therapists – ACT**

PO Box 3518  
WESTON ACT 2611  
Phone: 0419 429 889

### **Australian Building Codes Board (ABCB)**

GPO Box 9839  
CANBERRA ACT 2601  
Phone: (02) 6213 7298  
Fax: (02) 6213 7287  
<http://www.abcb.gov.au>

### **The Australian Quadriplegic Association (AQA)**

PO Box 397  
MATRAVILLE NSW 2036  
Phone: (02) 9661 8855  
Fax: (02) 9661 9598  
TTY: (02) 9669 5812  
E-mail: [aqa@aqa.org.au](mailto:aqa@aqa.org.au)  
Free call: 1800 819 775  
<http://www.aqa.com.au>

### **Blind Citizens Australia**

PO Box 229  
PRAHRAN VIC 3181  
Free call: 1800 033 660  
Fax: (03) 9521 3732  
E-mail: [BCA@BCA.org.au](mailto:BCA@BCA.org.au)

### **Canberra Urban Parks and Places (CUPP)**

PO Box 352  
CIVIC SQUARE ACT 2608  
Phone: (02) 6207 2500 (For access complaints in public spaces)  
Fax: (02) 6207 7618

### **Council on the Ageing (COTA)**

PO Box 77  
HUGHES ACT 2605  
Phone: (02) 6282 3777  
Fax: (02) 6285 3422  
E-mail: [cotact@netinfo.com.au](mailto:cotact@netinfo.com.au)

### **Disabled People's Initiative (DPI) ACT**

PO Box 170  
CURTIN ACT 2605  
Phone: (02) 6290 1984  
<http://www.actcommunity.org/dpi>

## ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

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### **Guide Dog Association of NSW and ACT**

PO Box 84  
DEAKIN WEST ACT 2600  
Phone: (02) 6285 2988  
Fax: (02) 6285 2827

### **Human Rights and Equal Opportunity Commission (HREOC) National Office.**

GPO Box 5218  
SYDNEY NSW 2001  
Phone: (02) 9284 9600  
Fax: (02) 9284 9611  
Toll free TTY: 1800 620 241  
[http://www.hreoc.gov.au/disability\\_rights](http://www.hreoc.gov.au/disability_rights)

### **The Master Builders Association of the ACT**

241 Northbourne Avenue  
LYNEHAM ACT 2602  
Phone: (02) 6247 2099  
Fax: (02) 6294 8374  
<http://www.mba.org.au>

### **National Disability Advisory Council**

Box 7788  
CANBERRA MAIL CENTRE ACT 2610  
Phone: (02) 6244 8524  
TTY: 1800 672 682  
1800 630 839  
E-mail: [Office\\_disability@facs.gov.au](mailto:Office_disability@facs.gov.au)

### **The Planning and Land Authority of the ACT**

16 Challis St  
DICKSON ACT  
GPO Box 1908  
CANBERRA ACT 2601  
<http://www.actpla.act.gov.au>

### **Building, Electrical and Plumbing Control**

16 Challis Street Dickson  
CANBERRA ACT 2602  
Phone: (02) 6207 6400  
Fax: (02) 6207 6324  
<http://www.actpla.act.gov.au/bepcon>

### **The Planning Institute of Australia (PIA)**

ACT Division  
GPO Box 1491  
CANBERRA CITY ACT 2601  
Phone: (02) 6248 7299

### **The Property Council of Australia (ACT)**

Level 1, AMP Tower  
1 Hobart Place,  
GPO Box 1025,  
CANBERRA ACT, 2601  
Phone: (02) 6248 6902  
Fax: (02) 6248 8210  
E-mail: [act@propertyoz.com.au](mailto:act@propertyoz.com.au)  
<http://www.propertyoz.com.au/act/>

## ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

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### **Royal Australian Institute of Architects**

(ACT Chapter)

PO Box 3199

MANUKA ACT 2603

Phone: (02) 6273 1548

Fax: (02) 6273 1953

E-mail: [national@raia.com.au](mailto:national@raia.com.au)

### **Royal Blind Society**

PO Box 3757

WESTON CREEK ACT 2611

Phone: (02) 6287 4377

Fax: (02) 6287 4323

### **Standards Australia**

Gallery Level Shop 5 The Boulevard

CANBERRA CITY 2601

Phone: (02) 6249 8990

<http://www.standards.com.au>

### **Women with Disabilities Australia**

PO Box 229

DICKSON ACT 2602

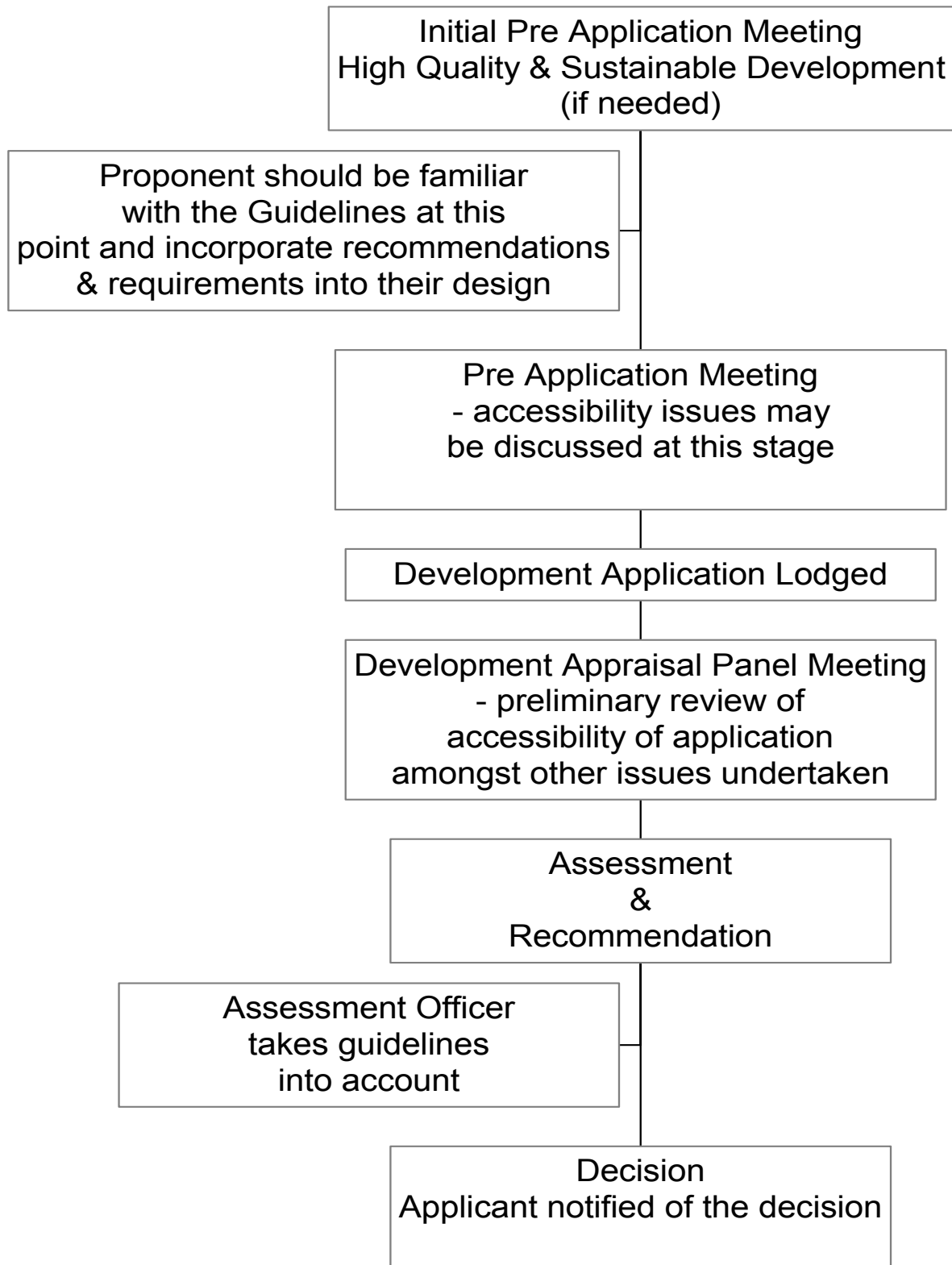
Phone: (02) 6242 1310

Fax: (02) 6242 1314

TTY: (02) 6242 1313

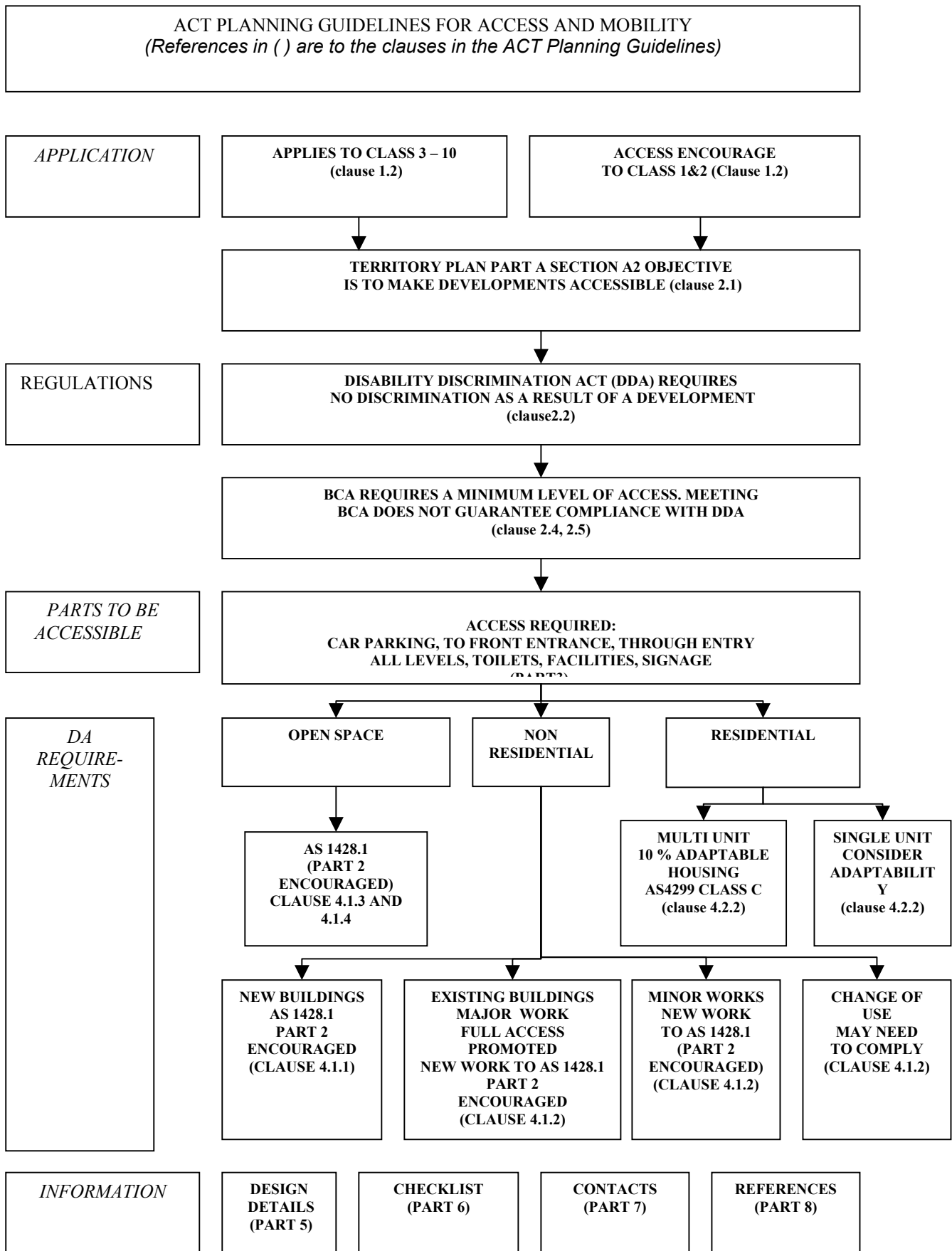
E-mail: [wwda@ozemail.com.au](mailto:wwda@ozemail.com.au)

**PART 8 – SIMPLIFIED DEVELOPMENT APPLICATION PROCESS**



# ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

## PART 9 – GUIDELINES PROCESS



# ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

## PART 10 – BIBLIOGRAPHY

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- Civic Accessibility Study – Draft Access Guidelines*, Eric Martin & Associates (with Able Access and Access Design Solutions and Susan Conroy), Canberra 2001
- Demographic Profile of Older People in Canberra*, ACT Government Library Information Management, Department of Urban Services, Canberra 1999
- Development Control Plan for Access, Adaptability and Mobility*, Ashfield Municipal Council, Sydney 1998
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- Draft Variation to the Territory Plan No 155*, ACT Government Planning and Land Management Group Department of Urban Services, Canberra, 2000
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- Lifetime Homes in Europe and the UK, European legislation and good practice for ensuring accessibility of domestic dwellings. 2<sup>nd</sup> Edition*. Ambrose, Ivor for Joseph Rowntree Foundation & Danish Building Research Institute, Horsholm, Denmark, 1997
- Rockdale City Council's Requirements for Access. Development Control Plan No 28.*, Rockdale City Council, Sydney 1997
- The ACT Discrimination Act, 1991*, ACT Legislative Assembly, Canberra 1991
- The Disability Discrimination Act & Access Training Package*, Australian Quadriplegic Association, Sydney July 2000
- The Disability Discrimination Act 1992*, Parliament of the Commonwealth of Australia, Canberra 1992
- Urban Housing Code Appendix iii of The Territory Plan*, ACT Government Planning and Land Management Group Department of Urban Services Canberra 2000

### **Standards Australia**

- AS1158.3.1 (1999) *Road lighting – Pedestrian area (category p) lighting – Performance and installation design requirements*
- AS1428.1 (2001) *Design for Access and Mobility - General Requirements for Access – New Building Work*
- AS1428.2 (1992) *Design for Access and Mobility - Enhanced and Additional Requirements – Buildings and Facilities*
- AS1428.3 (1992) *Design for Access and Mobility - Requirements for children and adolescents with physical disabilities.*
- AS1428.4 (2002) *Design for Access and Mobility - Tactile Ground Surface Indicators for the Orientation of People With Vision Impairment*
- AS 1680.0 (1998) *Interior Lighting – Safe Movement*
- AS1735.12 (1999) *Lifts, escalators and moving walks – Facilities for persons with disabilities.*
- AS2220.2 (1989) *Emergency Warning and Intercommunication Systems in Buildings - System Design, Installation and Commissioning*
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# ACT INTERIM PLANNING GUIDELINES FOR ACCESS AND MOBILITY

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## PART 11 – GLOSSARY OF TERMS

For the purpose of these guidelines the following words and terms have the meaning given unless otherwise specified:

**AAPAC** refers to the ACT Access and Planning Advisory Committee

**ACCESS** means the provision of a barrier free environment for all including those with disabilities.

**ACTDA** refers to the ACT *Discrimination Act 1991*

**ACTPLA** refers to the ACT Planning and Land Authority

**ADAPTABILITY** refers to the means of designing a building that enables easy adaptation to make it fully comply with access standards.

**ADAPTABLE HOUSING** is housing which is designed in such a way that it can be easily modified in the future to meet changing needs of occupants and visitors (refer AS 4299 Adaptable Housing). This is also sometimes referred to as “Housing for Life”.

**BARRIER** is an object (both physical and immaterial) that obstructs or impedes, for example a barrier may be a step or ignorance that a step may form a barrier.

**BCA** refers to the Building Code of Australia.

**‘CONTINUOUS ACCESSIBLE PATH OF TRAVEL’** is an uninterrupted path of travel to and within a facility (whether a building or not). This accessible path should not incorporate any steps, humps, stairways, revolving doors, escalators or other impediments, which prevent the path being utilised by people with disabilities.

**DDA** refers to the Commonwealth *Disability Discrimination Act 1992*.

**DISABILITY** refers to a physical, intellectual, psychiatric, sensory, neurological or learning disability, physical disfigurement, or the presence of disease causing organism. (*Commonwealth DDA, 1992*).

**HREOC** refers to the Human Rights and Equal Opportunity Commission.

**SUITABLY QUALIFIED PERSON** is a member of the Association of Consultants in Access Australia (ACAA). However, if an architect has previously had plans certified by a member of the ACAA, then ACTPLA will accept that the architect involved is a suitably qualified person.

**THE TERRITORY PLAN** is a subsidiary of the *Land Act* and provides a strategic framework for the management of development and land use change in the ACT.

**VISITABILITY** refers to ensuring a continuous accessible path of travel is provided from the public areas to building, through the main entry and to one floor of the building.