



# Promoting Greater Access in Greater Shepparton **ACCESS GUIDE**

A guide and checklist to increase access and participation  
across events and businesses in Greater Shepparton



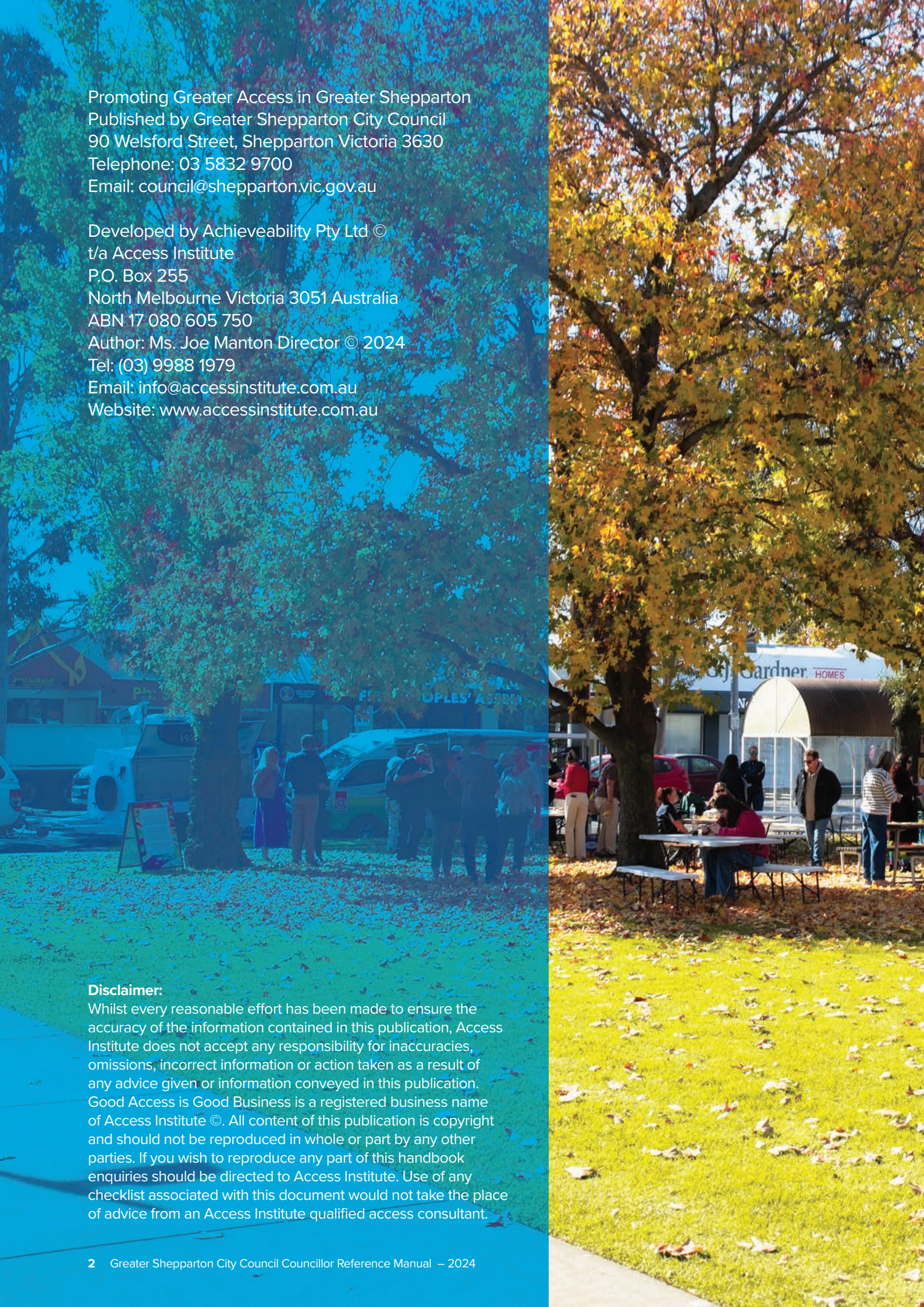
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Promoting Greater Access in Greater Shepparton  
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# CONTENTS

COMMUNITY PROFILE .....	4
WHY IS GOOD ACCESS IMPORTANT? .....	4
LEGAL AND LEGISLATIVE REQUIREMENTS .....	5
IMPROVING ACCESS .....	7
ACCESS CHECKLISTS .....	11
ACCESS ACTION PLAN.....	17
WHERE TO GET HELP .....	20
LIST OF KEY AUSTRALIAN ACCESS STANDARDS .....	21
KEY ACCESS DIMENSIONS .....	22



## Community Profile

Greater Shepparton has an estimated population of 69,135 people. Of this population, 4,932 people (7.2%) need help in their day to day lives due to disability (<https://profile.id.com.au/shepparton/assistance>).

Greater Shepparton City Council is one of the largest regional councils in Victoria and are recognised for the rich First Nations Culture within the community. We are a place of safety for migrants and newly arrived refugees. Older people play a significant role in our community contributing to social, economic and cultural prosperity. They bring with them experience and knowledge that contributes to the diversity of our region. Over 17,000 residents are recognised as older people making up twenty five percent (25%) of Greater Shepparton's total population and we strive to achieve our community's vision of a "Greater Shepparton".

As a local government authority, we protect and strengthen Greater Shepparton's economic prosperity and the health, wellbeing and safety of our residents. We endeavour to plan and build a connected community that is safe, easy to navigate and provides a healthy and prosperous lifestyle, now and into the future.

Our purpose is to deliver services, implement strategic initiatives and develop policies and plans that are in the best interests of our community. We are committed to making a difference in the community and creating a Greater Shepparton that provides access to world-class educational and employment opportunities and health and wellbeing facilities.

## Why is good access important?

Our population is made up of a diverse range of people, with a variety of access requirements. For example, millions of Australians experience disability and access challenges. This can limit a person's mobility, hearing or vision as well as the capacity to understand and interact effectively with other people and the built environment. In addition, many people are ageing and retiring and have more time, and often more money, to spend in business and attending events that can cater to their access needs. Other people who may experience particular access challenges can also include members of particular religious or cultural groups as well as the LGBTIQ+ community.

Many families use mobility aids such as prams and strollers. In addition, some older adults rely on mobility aids such as scooters, wheelchairs or walkers to remain independent.

Welcoming everyone with a range of access needs encourages more people to shop, attend events and do business together at venues where their needs are effectively met. Businesses that cater to people with access needs build a loyal customer base, leading to frequent return visits.

By providing excellent accessibility, your business or event can receive glowing reviews and widespread promotion on social media, amplifying word-of-mouth recommendations.

Exceptional Accessibility = Effortless Experience = Repeat Customers

Some of the benefits of increased access include:

- Proactively promoting inclusivity and diversity
- Consistently enhancing customer service and satisfaction
- Expanding into new markets and reaching a broader customer base
- Minimizing the chances of customer concerns and complaints
- Reducing the potential for legal challenges and fostering a positive environment
- Facilitating smooth and strategic business transitions and events
- Strengthening and elevating the organisation's image.

## **Legal and Legislative Requirements**

### **Disability Discrimination Act 1992 (DDA)**

The Disability Discrimination Act 1992 (DDA) is Federal Government legislation that provides uniform protection against unfair and unfavourable treatment for all people with a disability in Australia.

The definition of 'disability' in the DDA is very broad and includes:

- physical
- intellectual
- psychiatric
- sensory
- neurological
- learning disabilities
- physical disfigurement and
- the presence in the body of disease-causing organisms

Disability discrimination happens when a person with a disability is treated less fairly than someone without a disability. The DDA makes it unlawful to discriminate against a person with a disability.

When a person with a disability wants to use cafés, restaurants, other shops or places of business, then equitable, dignified access must be provided.

The DDA applies to existing premises, which include outdoor spaces, buildings and facilities, as well as those under construction. It is important to ensure that any modifications provide appropriate access for all.

Ensuring access for everyone helps you meet the requirements of the DDA, demonstrating your commitment to inclusivity.

In addition to the DDA, there is other legislation in Australia that protects people from discrimination on the basis of race, religion, sex and age.

## **Disability (Access to Premises - Buildings) Standards 2010**

*The Disability (Access to Premises – Buildings) Standards 2010* were introduced alongside an updated Building Code of Australia (BCA) on 1st May 2011. These are legislated as the minimum access requirements for new buildings and buildings undergoing significant upgrade in Australia.

The Guidelines on the Application of the Premises Standards, produced by the Australian Human Rights Commission, 2011, states:

“The purpose of the Premises Standards is to both:

- a. provide for equitable and dignified access to new buildings and those areas of existing buildings that undergo renovation or upgrade that requires a building approval, and
- b. provide greater certainty to those involved in the design, construction, certification and management of buildings in relation to the level of access required in the buildings covered by the Premises Standards.

The Premises Standards (in the Access Code at Schedule 1) specify a nationally applicable set of Performance Requirements in providing non-discriminatory access to, and use of, those buildings and areas of buildings to which they apply and provide technical Deemed-to-Satisfy Provisions for these Performance Requirements.”

The Premises Standards generally align with the National Construction Code (NCC) incorporating the Building Code of Australia (BCA) and reference a range of Australian Standards relating to access and other associated matters. The *Disability (Access to Premises – Buildings) Standards 2010*, aim to provide certainty for the building industry in relation to meeting the requirements for access in new and upgraded buildings - (regarding the elements covered by the Premises Standards. Other elements in buildings are still subject to the provisions of the DDA.)

The scope of premises under the DDA, extends much further than that of the Premises Standards or the BCA and therefore not all elements and components within all buildings and premises are covered by the Premises Standards.

### **General Application of the Premises Standards**

According to the Guideline on the Application of the Premises Standards: “Commencing on 1 May 2011, the Premises Standards apply to all new buildings of the specified classes identified in section 2.1 of the Premises Standards. In addition, after 1 May 2011 where new work that requires building or construction approval is undertaken on an existing building, such as an extension or renovation, identified persons will be responsible for ensuring that the new or modified part of the building complies with the Premises Standards.

In most circumstances it will also be necessary to provide an accessible path of travel from the principal public entrance to the new or modified part of an existing building. This is referred to in the Premises Standards as the ‘affected part’ of a building.

## **National Construction Code (NCC)**

The NCC applies to new buildings and buildings undergoing significant refurbishment or alteration. Sections of the NCC require compliance with a range of access provisions. The NCC outlines a variety of building classifications and the requirements for access to buildings within each classification.

## **Australian Standard (AS 1428) - Design for Access and Mobility**

AS 1428 prescribes the key dimensional requirements for access to buildings and facilities which should be considered in the planning, development and construction of all new buildings and facilities.

Given the comprehensive definitions and requirements of the DDA, the Disability Access to Premises - Buildings Standards 2010, NCC and AS 1428, as well as other relevant Australian Standards and regulations relating to specific types of buildings, it is important to ensure that these Australian Standards are considered in any refurbishment, development or changes to any premises. The main Australian Standards that relate to the provision of disability access is the Australian Standard Suite AS1428.1.

## **Building improvement and upgrade**

Any improvements or upgrades to buildings may require a building approval from your local Council building surveyor, or private building surveyor. You may require a planning permit, building approval or consent to undertake works on particular premises e.g. heritage buildings. Other conditions may also apply prior to upgrade.

For further details see 'Where to get help' and the 'List of Access Standards' in this handbook.

## **Improving Access**

### **Asking your customers for feedback**

When establishing, renovating or reviewing how your business or event operates, it is useful to talk with customers with a range of access challenges. Customers will often know the most accessible way to provide a particular service. Finding out about your customers' needs will enhance your services and assist in attracting more business.

### **Signage for your business or event**

Providing information online is important, but it is equally important to ensure your site and premises is easy to find. Signage should be provided that is clear, concise and uncluttered, which makes identification of your premises easier for everyone to find and access. Signs that incorporate large print letters and numbers as well as easy to understand symbols help people with vision impairment as well as people who may not be able to read English. Including Braille and tactile signage can also be helpful.

## **Entering your business or event**

Everyone should be able to enter your business or event through the main entry. Avoid special entries for people with access challenges. This does not provide equitable, dignified access.

Ensure the footpaths and doorways are clear of 'clutter' so access is inviting and there is level access through a wide, easy to open door. Self-opening doors are preferred. Clear opening internal and external doorways should allow easy access for parents with prams / strollers, people using walking frames, wheelchairs or other mobility aids.

There may be access challenges in some buildings or facilities where space is limited, or the layout or location of the site or premises restricts easy movement. If this is the case it is important to consider improvements that will assist customers and staff to gain independent access.

Relatively low-cost improvements that could be considered include:

- having a readily available portable ramp – this should never be left across a public access way where people could trip
- reducing the operating force required to open doors
- replacing doorknobs with easy-to-use door handles at accessible heights
- installing handrails at the entry
- keeping pathways free of obstacles and clutter.

## **Moving around easily in your business or event**

Everyone should be able to move around your business or event easily. They should be able to identify customer service points and key activity locations and move to them without encountering barriers such as steps, furniture, pot plants or other barriers that restrict access.

Easy access will be required to any self-serve areas such as computer terminals, ordering counters and payment points, as well as any toilets that are available for customers as well as emergency exits.

Ensuring that seating with backs and armrests is provided in areas where people need to wait or view activities, as well as space for a person using a mobility aid to use is important. This space should be large enough for users of prams/ strollers, wheelchairs or walking aids as well as assistance animals.

Improved accessibility throughout your business or event creates a safer environment for everyone, as well as reducing your exposure to potential liability claims.

Friendly staff who can provide assistance to customers when required, will support return business. However, staff should never touch, push or move a person's mobility aid or assume a person needs help unless they ask first.

## **Customer service and payment areas and systems**

A low height counter suitable for a person using a wheelchair or a person of smaller stature is important for effective communication. A person using a wheelchair or someone who may need to sit whilst signing credit cards will need space under the counter for their legs. Providing a lower section of counter or making the whole counter an accessible height for everyone will ensure ease of use.



Having some large, easy grip pens available will also assist customers who may have difficulties using their hands. Looking directly at customers whilst talking to them can assist a person with a hearing impairment.

### **Toilets and other facilities**

Many businesses and events are required to provide toilets for everyone. You must consider accessibility for all people - both getting to and using the facilities.

- Are toilets available that are big enough for a person using a wheelchair or a parent with a baby who may need to use a change table?
- Is there a toilet suitable for use by a person using crutches?
- Are there toilets that can be identified as male, female and all gender?
- Where large numbers of people are expected, is there an accessible adult change facility?

If there is an area available where a toilet can be provided or modified to meet these needs, can it be used by all customers. Provision of an accessible toilet as well as advertising its availability on your promotional material and website, will assist in attracting more customers. It will also assist in protecting you from a complaint under the DDA. Toilets can be permanent or hired for events.

If you have other facilities such as meeting or function rooms or spaces, is access available to everyone?

Please refer to the Greater Shepparton Public Toilet Strategy for further information on Changing Places Facilities - <https://greatershepparton.com.au/council/council-documents/public-toilet-strategy>

### **Hearing**

Background noise levels can create difficulties for people with hearing loss as well as others with sensory sensitivity. Some people can feel anxious and overwhelmed as well as distracted if background noise is constant and loud. Communication between staff and customers can be enhanced if background noise is reduced.

- Is it necessary to have a radio or other music playing loudly in customer interaction areas?
- Are your service counters and payment points within 'quiet zones'?
- Can carpet and noise reducing materials be installed to assist with providing an improved acoustic environment for everyone?
- Are staff trained to look at people when talking so a customer can lip read?
- Do you have a hearing augmentation system installed to assist a person with hearing loss who uses a hearing aid?

### **Vision**

People with vision loss can find it difficult to move around your premises if there are obstacles and barriers in corridors and on pathways. Contrast colours between walls and floors, on edges of access ways and around doorways as well as effective lighting

can assist with wayfinding. Contrasts between customer service counter tops and floors also assists a person to identify where they may need to go for assistance. Large print on name tags for staff as well as on items for sale will assist everyone. The availability of information in audio such as on a website makes information more accessible.

### **Simplify your information**

In order for everyone to understand your services or events, it is important to provide information in plain easy to read language and where possible in alternative languages. The use of symbols on written information such as signs and documents assist with understanding and staff who are available to explain things to customers is helpful. Staff should use simple clear language and not talk too fast, but never patronise or ‘talk down’ to a person with access challenges. This is disrespectful and demeaning.

### **Other ways to improve access**

There are many ways that improved access can be provided, often at little cost:

- a phone / online order, home delivery service can generate more customers, particularly in local areas
- advertising an SMS number on promotional material means a person with hearing or speech impairment can make bookings easily
- information in Braille and/or large print encourages people with vision impairment to use your business or attend your event, as they can do so more independently
- having a power point available where people using an electric wheelchair or scooter or other electronic device can recharge their battery whilst they do business with you or attend an event, will assist many customers

### **Staff training in access awareness issues**

Are your staff members aware of the basic needs of people with a range of access challenges who may wish to use your business or attend or volunteer in your event?

- Do your staff know the laws about guide dogs, hearing dogs or other assistance animals being able to access your premises or events? For further information on Guide Dogs please refer to – <https://agriculture.vic.gov.au/livestock-and-animals/animal-welfare-victoria/dogs/guide-dogs-seeing-eye-dogs-and-assistance-dogs>
- Do your staff know the best way to communicate with a person who has a hearing or speech impairment?
- Do your staff know how to assist someone with a vision impairment?
- Do your staff know how to assist an older person without being patronising?
- Do your staff know how to assist a person who may have difficulty in understanding?

Investing in access awareness training for your staff is a valuable commitment to your business or event’s success. Instead of questioning the cost, consider the benefits of having a team that’s fully equipped to meet everyone’s needs.

## Access Checklists

Complete the following checklist to provide a guide to how accessible your businesses or events are. The checklist can also be used as a guide when planning improvements or when selecting premises to establish a business or locate an event.

### General Access Issues to Consider

#### Does your business or event have:

Accessible parking close by for people with disabilities	Yes	No
Accessible public transport close by	Yes	No
Accessible parking for motorised scooters and wheelchairs	Yes	No
Clear external and internal directional signage including symbols	Yes	No
Clear external building line at front of premises	Yes	No
Clear paths of travel from outdoor to indoor areas	Yes	No
Protection from wind, rain and noise in outdoor areas	Yes	No
Firm, level, slip resistant ground surfaces	Yes	No
Step free access	Yes	No
Wide, self-opening or easy to open doors	Yes	No
D or D style lever door handles at an accessible height	Yes	No
Appropriate safety markings across glass doors and adjacent panels	Yes	No
Colour contrasting door frames/trims	Yes	No
A low height, 'clutter free' service counter/s with a seat	Yes	No
An accessible buzzer on service counter/s	Yes	No
Seating with backs and armrests	Yes	No
Seating with backs and armrests in contrast to walls and floors	Yes	No
Consistent and even lighting throughout	Yes	No
Wide, clear internal walkways	Yes	No
Clear space between furniture for a person to manoeuvre a mobility aid (e.g. wheelchair, walking frame, pram, or assistance animal)	Yes	No
Recharge point for people to charge electric wheelchairs and scooters	Yes	No
Low pile carpet or slip resistant floor	Yes	No

Visible and audible fire alarm	Yes	No
Accessible emergency exits	Yes	No
Ramp or lift access to all levels	Yes	No
Information about services for people with access needs e.g.		
• lift	Yes	No
• accessible toilet	Yes	No
• emergency procedures	Yes	No
• a taped telephone message while on hold about services and facilities	Yes	No
An accessible website with information about services	Yes	No
Direct access to toilets for everyone e.g. male, female, all gender, ambulant, unisex accessible, accessible adult change facility	Yes	No
An assistance animal relief area	Yes	No
An accessible baby change area	Yes	No
Friendly, helpful staff trained in access awareness	Yes	No
Accessible payment options	Yes	No
Home/accommodation delivery service	Yes	No

## Specific Access Issues to Consider

### Moving Around

Accessible self-service counters/displays	Yes	No
Staff available to assist in self service areas	Yes	No
Accessible storage area for mobility aids	Yes	No
Suitable height tables/desks for people using wheelchairs	Yes	No
Seats with backs and arm rests	Yes	No

### Hearing

Staff and volunteers with basic sign language skills	Yes	No
Staff who look at the customers when talking (for easy lip reading)	Yes	No
Effective glare free lighting at service counters	Yes	No

Staff who speak clearly to customers	Yes	No
Pen and paper for exchanging information	Yes	No
An appropriate acoustic environment to reduce background noise	Yes	No
Service transaction points in 'quiet zones'	Yes	No
Hearing loops at service counters and in function areas	Yes	No
Alternatives to any audible announcements e.g. visible display	Yes	No
Space for assistance animals at tables	Yes	No
Availability of an SMS contact number	Yes	No

## **Vision**

Large print, raised tactile, Braille and audio signage	Yes	No
Clear, large print name tags on staff	Yes	No
Information in large print and Braille	Yes	No
Clear, large print name tags for staff or volunteers	Yes	No
Staff available to read information to participants if required	Yes	No
No overhanging foliage on pathways	Yes	No
An 'assistance animals welcome' sticker at entry (e.g. guide or hearing dog)	Yes	No
Effective lighting throughout facility	Yes	No
Large print street numbers on premises	Yes	No
Raised tactile markings and Braille on any lift buttons	Yes	No
Audible information in any lifts	Yes	No
Handrails and contrasting edges on any steps	Yes	No
Tactile tiles prior to steps and ramps	Yes	No
Alternatives to any visible information e.g. announcements	Yes	No
QR codes for accessing websites and information	Yes	No

## Simplify your information

In addition to considerations listed above for hearing and seeing, does your business or event incorporate:

Simple, easy to understand language in all written communications	Yes	No
Symbols to support written information on documents and signs	Yes	No
Simple, easy to understand language in all verbal communications	Yes	No
Staff or volunteers to explain processes or products to customers	Yes	No
Information in languages other than English	Yes	No
QR codes for ease of access to information	Yes	No
Communication boards incorporating symbols, signs and graphics to support understanding	Yes	No
Pictures of products or services	Yes	No
Colour coding of spaces to support wayfinding	Yes	No

## Feeling Comfortable

Does your business or event incorporate supports for a person who may identify as neuro divergent to assist with their comfort and reduce stress in using your business or event such as:

Quiet room or space for some time out	Yes	No
Sensory room or space	Yes	No
Support animals e.g. therapy dogs to reduce stress	Yes	No
Reduced background noise – (could be at advertised times)	Yes	No
Reduced lighting – (could be at advertised times)	Yes	No
Limited use of flashing lights	Yes	No
Limited visual confusion e.g. no overcrowding of displays, notice boards, furniture, etc	Yes	No
Availability of sensory tools e.g. ear plugs, noise cancelling headphones, sunglasses, fidget toys/gadgets	Yes	No
Eliminating use of air fresheners, hand sanitisers or soaps with strong smells	Yes	No
Multi faith prayer room	Yes	No
Separated private gender spaces to support cultural needs	Yes	No

All gender toilets (in addition to separate male and female toilets) to support the gender diverse community	Yes	No
One to one support for customers needing more time for processing and stress reduction whilst in your business or attending your event	Yes	No

## Event Specific Considerations

In addition to considerations listed above, does your event incorporate:

A Mobility Map of the site indicating accessible parking, toilets, paths, attractions	Yes	No
Accessible self-service counters / display area	Yes	No
Staff available to assist in self service areas	Yes	No
Suitable height exhibits for people using wheelchairs	Yes	No
Access to stage and change room areas	Yes	No
Accessible guided tours	Yes	No
Wheelchairs for loan	Yes	No
Access support personnel to assist where necessary e.g. pushing wheelchairs	Yes	No
Raised viewing areas to support people who cannot stand and see over others	Yes	No
Access to and within viewing areas and lookouts e.g. near parade routes	Yes	No
Wheelchair accessible seating throughout site	Yes	No
Accessible rest areas including seating, lighting, drinking fountains, shelter at regular intervals along paths	Yes	No
An accessible shuttle service	Yes	No
Accessible on-site transport if required	Yes	No
Access to any mobile attractions e.g. trains, buses, rides, etc	Yes	No
Clearly signed passenger stops and vehicles	Yes	No
Seatbelts on any mobile attractions	Yes	No
Space for storing mobility aids and baggage	Yes	No
Access to any boat ramps, jetties or fishing platforms	Yes	No
Access via decking or floating entry to any beach or lake areas	Yes	No

Access via ramp or beach entry to any swimming areas / pools	Yes	No
Availability of 'beach / pool / all-terrain accessible' wheelchair for loan	Yes	No
Access to any camping sites and facilities	Yes	No
Access to any vending machines / food outlets / kiosk / drinking taps	Yes	No
Accessible picnic areas with shelter, seats and BBQs	Yes	No
Access to any playgrounds and play equipment	Yes	No
Audio description of performances and displays	Yes	No
Audio guides for exhibits and displays	Yes	No
Tactile depiction of artist displays e.g. paintings	Yes	No
Audio descriptions of attractions on shuttle service	Yes	No
Colour contrasting handrails and seating on mobile exhibits	Yes	No
Raised tactile signage and Braille on mobile exhibits	Yes	No
Limited use of rope or chain barriers	Yes	No
Tactile tiles prior to steps, ramps, jetties, piers and other hazards	Yes	No
Sign language interpreter if required	Yes	No
Hearing augmentation at service counters and in performance areas	Yes	No
Alternatives to any audible announcements e.g. visible display	Yes	No
Adequate numbers of toilets including male, female, all gender, ambulant, accessible and accessible adult change facilities	Yes	No
Accessible baby change facilities	Yes	No
Accessible parents/baby feeding room	Yes	No
An assistance animal relief area	Yes	No
Accessible performers change rooms/showers	Yes	No
Selection of sites free from toxic plants or pant debris	Yes	No



## Access Action Plan

Now you have completed the access checklist, you will have identified a number of areas where you are providing good access. You will also have identified areas that require access improvement.

You can now use the following page of this handbook to begin to develop an Access Action Plan for your business or event based on the answers you marked 'NO' in the checklist.

Start by grouping access action you need to take, into the following areas:

- action you can take now for little or no cost
- action you can take in the medium term that doesn't require renovation to your premises
- action you will need to take during a refurbishment or redevelopment of your premises to provide access for all

It is important to provide access for everyone in any renovation or redevelopment project in order to ensure you are not vulnerable to a complaint under the DDA.

Even if you don't own your premises, you are still responsible under the DDA to provide equitable, dignified access. You can also talk to your landlord about the legal requirements of providing access for all, as they are also responsible under the DDA.

The Checklist in this handbook identifies a range of simple, low-cost considerations that can be implemented.

If you are staging an event in a public space, there are specific requirements and guidelines to follow to make sure your event is accessible for all. You will require a Council Local Laws permit to place any structure, sign, table, chair or goods for display on Council land. For more information on Outdoor Dining Areas please visit - <https://greatershepparton.com.au/council/local-laws/business-and-fundraising/tables-and-chairs-on-footpaths>

## Access Action Plan

### Short-term Actions

Action	Resources	Timelines	Responsibility	Comments

### Medium-term Actions

Action	Resources	Timelines	Responsibility	Comments

**Long-term Actions**

Action	Resources	Timelines	Responsibility	Comments

## Where to Get Help

Australian Human Rights Commission can provide you with further information in relation to your responsibilities under the DDA.

Council will also be able to provide you with information, including specific guidance relating to local laws relevant to your business and events.

For design guidance including ramps, doors, circulation spaces, signs and toilets, see the current Australian Standards for Access and Mobility published by Standards Australia. Many of these are the minimum standards for access in Australia.

- National Construction Code - Australian Building Codes Board  
[www.abcb.gov.au](http://www.abcb.gov.au)
- Disability Discrimination Act Government of Australia  
[www.ag.gov.au/premisesstandards](http://www.ag.gov.au/premisesstandards)
- Disability (Access to Premises – Buildings) Standards 2010 Government of Australia  
[www.ag.gov.au/premisesstandards](http://www.ag.gov.au/premisesstandards)
- Guideline on the Application of The Premises Standards  
Australian Human Rights Commission  
[www.humanrights.gov.au/disability](http://www.humanrights.gov.au/disability)
- Guide Dogs Victoria  
<https://agriculture.vic.gov.au/livestock-and-animals/animal-welfare-victoria/dogs/guide-dogs-seeing-eye-dogs-and-assistance-dogs>
- Australian Standards  
[www.saiglobal.com](http://www.saiglobal.com)
- Greater Shepparton City Council  
Telephone: 03 5832 9700  
Email: [council@shepparton.vic.gov.au](mailto:council@shepparton.vic.gov.au)  
<https://greater-shepparton.com.au/>

## List of Key Australian Access Standards

The following key Australian Standards are referenced by the *Disability (Access to Premises – Buildings) Standards 2010* and should be referred to for the requirements for access in planning, designing and developing new buildings as well as buildings undergoing upgrade works that are subject to a building approval.

The following Australian Standards are those current at the time of writing. Advice should be sought from a qualified and Accredited Access Consultant before undertaking any upgrade works to buildings.

AS 1428.1: 2001 and 2009	Design for access and mobility General requirements for access - New building work
AS 1428.2: 1992	Enhanced and additional requirements - Buildings and facilities
AS/NZS 1428.4.1: 2009	Design for access and mobility Means to assist the orientation of people with vision impairment - Tactile ground surface indicators
AS Suite 1735.1	Lifts, escalators and moving walks
AS/NZS2890.6: 2009	Parking facilities Off-street parking for people with disabilities

## Key Access Dimensions

The following list of minimum key access dimensions from the relevant Australian Standards for access and mobility is provided as a guide. It is not a comprehensive list of all of the Australian Standards. It is recommended that reference is made to the relevant Australian Standards in all new buildings and building upgrades.

The following dimensions from relevant Australian Standards are those current at the time of writing. Advice should be sought from a qualified and Accredited Access Consultant before undertaking any upgrade works to buildings.

### Accessible car parking

- Parallel bay minimum 3200mm wide on-site, angled bay minimum 2400mm wide and 5400mm long, with a minimum 2400mm wide adjoining shared area at one side (at grade) and
- 2400mm x 2400mm shared area at front or rear (at grade)
- Overhead clearance at bay 2500mm

### Pedestrian access ways and doors

- Call buttons at entrances 900mm - 1200 high
- Pathways minimum 1000mm wide x 2000mm clear height
- Solid non transparent strip across glass doors and walls at 75mm wide, with lower edge installed at 900mm - 1000mm high
- Door handles and locks between 900mm - 1100mm high
- Door opening force (other than fire and smoke doors) 20 N
- Door opening width minimum of 850mm
- Internal walkway minimum 1000mm wide
- Passing spaces (maximum 20m apart) 1800mm wide x 2000mm long

### Ramps

- Ramps greater than 1900mm in length require a maximum gradient of 1:14
- Handrails on both sides of ramp with a minimum of 1000mm in between
- Handrail extension 300mm past top and bottom of ramp
- Ramps must be setback from the transverse path of travel (property boundary) by minimum 900mm
- Landings on ramps at a minimum every 9 metres
- Step ramp gradient maximum 1:10
- Threshold ramp gradient maximum 1:8
- Kerb ramp gradient maximum 1:8

### Stairs

- Handrails on both sides of stairs with a minimum of 1000mm in between
- Handrail extension 300mm at top past last step and 300mm plus one tread width at bottom
- Stairs must be setback from the transverse path of travel (property boundary) by minimum 900mm and set back from any internal corridor minimum 300mm plus one tread width

### **Passenger lifts**

- Door opening minimum width 900mm
- Floor size for new lifts minimum 1400mm x 1600mm
- Handrail on inside of lift 600mm long x 850mm - 950mm high
- Keypad located between 900mm - 1100mm high
- Visual and tactile buttons located between 900mm - 1200mm high

### **Worktops and tables**

- Tables or worktop between 730mm - 770mm high
- Knee height clearance beneath tables and desks minimum 720mm
- Counters between 830mm - 870mm high
- Counter knee height clearance between 800mm - 840mm for a minimum of 900mm in length
- Power points located between 600mm - 1100mm high

### **Signage**

- Braille and tactile signs horizontal word height 1200mm - 1600mm
- International symbol of access and deafness - symbols are white on blue background
- Tactile ground surface indicators - see AS/NZS 1428.4.1 for specific details

### **Unisex accessible toilets**

- Unisex accessible toilet - pan circulation space minimum 1900mm x 2300mm to a height of 2000mm

### **Accessible Adult Change Facilities**

- Requirements as per NCC 2022



## CONTACT US

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Join the conversation:   

Greater Shepparton City Council is NRS friendly. If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service:

**TTY users:** 133 677 then ask for (03) 5832 9700.

**Speak & Listen users:** (speech-to-speech relay) 1300 555 727 then ask for (03) 5832 9700.

**Internet relay users:** Connect to the National Relay Service via [www.relayservice.com.au](http://www.relayservice.com.au) and then ask for (03) 5832 9700.

A hearing loop is also available at Council's customer service centre and Council meeting rooms.



Interpreter service available.