

# THE KINGBOROUGH COUNCIL ACCESS ADVISORY COMMITTEE

This guide has been produced by the Kingborough Council's Access Advisory Committee to help building professionals identify elements that affect access and use of buildings and facilities. It draws from work carried out by the Human Rights Commission and members of the Kingborough Council Access Advisory Committee.

The Committee is made up of a group of Kingborough residents with expertise in evaluating disability access. The Committee provides advice and assistance to Council in relation to disability access issues in public locations within Kingborough.



## FURTHER INFORMATION

Legislative access requirements can be found on the following websites.

Disability Access Tasmania  
[www.justice.tas.gov.au/building/regulation/disability\\_access\\_to\\_buildings](http://www.justice.tas.gov.au/building/regulation/disability_access_to_buildings)

Disability Access Standards  
[www.legislation.gov.au/Details/F2010L00668](http://www.legislation.gov.au/Details/F2010L00668)

**This list does not ensure compliance with Disability Discrimination Act (DDA) or the Building Code of Australia (BCA) requirements. Please consult a building professional to ensure compliance.**



### Kingborough

Civic Centre, 15 Channel Hwy, Kingston, Tasmania 7050  
T: (03) 6211 8200 F: (03) 6211 8211 E: [kc@kingborough.tas.gov.au](mailto:kc@kingborough.tas.gov.au)  
[kingborough.tas.gov.au](http://kingborough.tas.gov.au)

## 2018

## DESIGNING ACCESSIBLE BUSINESS PREMISES

A guide to developing commercial premises to suit all customers.



### Kingborough

# How welcoming are your premises?

This brochure is a handy guide which includes a collection of ideas and suggestions, which may improve your customers' experience by going beyond the legislated disability access requirements, for very little cost.

With an ageing population and the expected increase in numbers of people with mobility issues there are real advantages to incorporating accessibility into the design of commercial and business premises.

## ARRIVING



If you have parking available for customers then consider these few basic points to assist customers.

- Is there a disabled/widened parking bay with a recognisable sign that a driver can easily see?
- Are your parking lines painted in a non-slip paint?
- Is there enough space for customers to alight from and enter their cars?
- Is the kerb ramp at the right place for the parking bay?
- Can the customer easily get from the car into your premises?
- Are there any obstacles in the way for customers with reduced mobility?

## INSIDE

- Are doorways wide enough to accommodate a wheelchair? Standard door widths can be too narrow for wheelchair users.
- How heavy are your doors?
- Is there a clear and accessible path of travel around the premises?
- Are passageways and aisles wide enough for a person using a wheelchair or walking frame, or is there regular passing space?
- Are the floors slip-resistant, firm and smooth?
- How clear is your signage? Is it clear and large enough to be seen at some distance and of high contrast?
- Can customers easily find their way to reception desks or other facilities?
- If there is fixed seating in your premises, have you provided wheelchair spaces?

## EMERGENCIES

- Is the emergency exit sign large enough for customers who may be vision impaired? Look at it from all points to make sure there are no obstructions.
- Does the emergency exit sign indicate if the exit is wheelchair friendly?
- Is there enough space to enable customers using mobility aids to go through all doorways?
- Are the doors too heavy or difficult to open?
- If the doorway and surrounds are glass, is there a clearly distinguishable colour-contrasting strip across the full width? The strip helps to make sure people with vision impairments can easily identify the doorway.

## TOILETS



- Do your toilets have clear identification signs and international symbols, including raised tactile and Braille information?
- Is there a unisex accessible toilet close to the location of other toilet facilities?
- Do the unisex accessible toilets provide sufficient spacing around toilet and other facilities to negotiate a wheelchair?

*Placement of facilities needs to take into account the users' needs to transfer from chair to toilet.*

- Is the wash basin/hand drier and bin within easy reach of the toilet? This will assist people to avoid having to manoeuvre with unsanitised or wet hands.
- Do the accessible toilets have the right fittings and hand rails? Consider the height and placement of sinks, mirrors, taps, shelves, coat hooks and towels.
- Is the door to the toilet easy to open and close with handles and locks that are easy to use?

*"D-Shaped" door handles are the most user-friendly, round door knobs tend to be difficult to manipulate.*

