# Prevention of Gender and Disability Based Violence Audit Toolkit

****Audit 4. Premises and catering

# Premises and catering

This audit tool supports your organisation to ensure that all physical spaces and catering provisions for your events, activities and services are safe, accessible, and inclusive for women and non-binary people with disabilities. This can be applied to the premises from which your organisation operates and/or off-site facilities, for involvement of internal and/or external participants.

This booklet supports your organisation to provide gender and disability inclusive access in the following areas:

* Location and external access
* Navigation and doorways
* Hygiene facilities
* Food and drink
* Emergency and evacuation.

Undertaking this audit increases perceptions of safety for women and non-binary people with disabilities and reduces the need for reliance on informal supports to facilitate access. Providing gender and disability inclusive premises and catering actively promotes participation, autonomy and leadership of women and non-binary people with disabilities and demonstrates your organisation’s commitment to the equality of all people.

Physical access to premises is technically specialised. While enhancements to building accessibility may be limited by resource constraints and leasing contracts in the short-term, access considerations can be factored into accommodation decisions if your organisation plans to relocate in the long term. This tool reviews basic accessibility, with links to additional resources provided for more technical information and requirements about access standards. You can also refer to the Disability (Access to Premises - Buildings) Standards 2010 for legislative requirements and technical advice, available at: <https://www.legislation.gov.au/Details/F2010L00668>.

Your organisation may wish to invest in the services of an access consultant who can provide advice about current accessibility and planning for improvement to premises. When considering who to contract as an access consultant, ensure to use a gender lens. You can find out more about access consultants at: <https://www.access.asn.au/>.

Reflection

**How safe and included do people with disabilities feel when they are invited to visit in person events or meetings with your organisation?**

Example: Everyone is given information about how to arrive to a meeting or event hosted by your organisation, including access support for entering the building, transportation directions, and a clear indication of how the building can be navigated.

## Location and external access

This part of the audit assesses the ease by which women and non-binary people with disabilities can travel to, locate, approach, and enter your building or event space. The first set of questions relates to transport access points and the route to and from the premises, followed by a sub-section of questions specific to the entrance. Accessible means of travelling to, approaching, and entering your activities, events and services enhances inclusion and counters segregation and isolation of people with disabilities.

**1. What is the distance from the closest main road to your building/space?**

Accessibility is enhanced if the premises can be easily located by anyone travelling on foot, via private vehicle or public transport.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**2. What are the closest public transport options to your building/ space?**

Greater accessibility is achieved if several public transport options are available near your building/space, requiring minimal travel to and from the transport stop. Disability may impact on a person’s capacity to commute long distances due to factors such as fatigue, pain, and orientation.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**3. How frequent are the public transport services nominated above (in minutes, on weekdays and weekends)?**

Long waiting periods for public transport can deter people with disabilities from accessing a building/space, particularly if they are concerned for their physical safety. Planning events and activities to align with public transport schedules is useful if frequent public transport is unavailable.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**4. Are the public transport or organisational vehicles accessible?**

The Disability Standards for Accessible Public Transport 2002 outline the minimum accessibility requirements for new transport infrastructure, and the staged process for compliance of older vehicles: <https://www.legislation.gov.au/Details/F2011C00213>.

Not all public transport vehicles comply with accessibility standards.  
Older transport stock purchased prior to the first iteration of the standards in 2002 may not be compliant, thus inaccessible for passengers with disabilities. You may wish to investigate the types of vehicles servicing your building/space and advise participants about the availability and frequency of accessible vehicles. This is often listed on Public Transport Victoria’s timetables.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**5. What are the closest parking options to your building/space?**

Parking options close to your building/space minimise the commute.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**6. How many accessibility parking bays are available at your building/space?**

Australian standards set the proportion of accessible parking bays according to building type and function: <https://www.disabilityaccessconsultants.com.au/faq/how-many-disabled-car-parks-do-i-need/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**7. How is accessible parking indicated?**

Clearly signposted accessible parking minimises frustration of people with disabilities searching for parking, and clearly indicates the purpose of these parking bays to the community.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**8. How is the use of accessible parking monitored to ensure its availability for people with disabilities?**

Local government authorities often monitor parking and administer local laws regarding traffic management and infringements, including car parking in disability parking bays without a permit.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**9. Is the lighting in car park and outside areas consistent and even?**

Lighting assists people with vision impairments and other disabilities to safely navigate their way to and from your building/space. Lighting should be direct, reflected downward, and without pooling or glare.

For more information, visit: <https://www.visability.com.au/our-teams-vision/low-vision-lighting/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**10. Can ticket machine controls be operated by someone seated or standing?**

Controls positioned at a height able to be operated by someone seated or standing ensures accessibility for users of wheelchairs or people of short stature.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**11. How many steps or kerbs are there between parking and the main entrance?**

The pathway from drop-off or parking areas to the main entrance needs to be free of steps but can contain kerbs with ramps. A flat pathway provides optimal access to the entrance for anyone walking or using a mobility aid such as a wheelchair, scooter or walking frame.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**12. What is the distance from the closest drop-off point to your building/space? Is the drop-off point undercover?**

Some people with disabilities may travel to your building/event space via taxi, rideshare service or private vehicle driven by someone else. They may not require parking in these instances, but require a drop-off point from which the passenger may receive assistance to alight and locate the building. Having designated drop-off points avoids drivers infringing parking laws to assist a passenger to access your building/event space. Ensuring drop-off points are undercover provides protection from weather and thus improves accessibility for people who use wheelchairs or other assistive mobility devices.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**13. Are tactile ground surface indicators used to support people who are blind or vision impaired?**

These provide tactile and visual orientation for people who are blind and vision impaired, warning of hazards and indicating paths of travel.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-11-tactile-ground-surface-indicators.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

### Entrance

These questions assess how your premises facilitate safe, convenient external access. Accessibility is achieved when women and non-binary people with disabilities can easily and safely enter and exit the parts of the building or space necessary to fulfill their role as equal and valued visitor, participant, presenter, or employee.

**14. Does the width of the pathway to the entrance of your building/space allow room for a person in a wheelchair to turn?**

Adequate turning space on an entrance path facilitates a person in a wheelchair turning to access the entrance while remaining on the path.

For more information, visit: <https://accessed.com.au/news/australian-standards-wheelchair-access-tips-and-advice>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**15. Is the lighting of the pathway to the entrance consistent and even?**

To ensure safe navigation of pathways leading to the entrance, lighting should be direct, reflected downward, and without pooling or glare.

For more information, visit: <https://www.visability.com.au/our-teams-vision/low-vision-lighting/>

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**16. How is the main entrance accessed? Is there an entrance ramp, and if so, where is it located?**

Ramps should be situated at the main entrance, to provide equal access for all users. This is vital if the building threshold is not level with the external pathway and is elevated by steps. If this is not possible, the location of alternative entrance ramps needs to be clearly indicated. Correctly and securely positioned portable temporary ramps are also commercially available to increase accessibility if permanent infrastructure is unavailable.

For more technical information on ramps, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-10-ramps-landings-and-walkways.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**17. Where are the ramp’s handrails located?**

Handrails are an important source of guidance and safety. Accessibility is achieved when ramps have handrails on each side, facilitating access for people who do not have the use of both hands, and will use either the left or right handrail as they access the ramp.

For more information, visit: <https://www.accessconsultantsydney.com.au/news-access-consultant-sydney-disability-consultant-sydney-access-consulting-sydney/2020/8/11/handrail-extensions-for-ramps-amp-stairs>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**18. If there are steps to enter your building/space, how is this indicated?**

Steps in well-lit areas with luminance contrast markings indicate their presence to pedestrians. Where permanent markings cannot be installed, commercial providers offer temporary solutions such as high visibility stair tapes.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**19. Where are step handrails located?**

Accessibility is achieved when stairs have handrails on each side, facilitating access for people who do not have the use of both hands, and will use either the left or right handrail as they access the stairs.

For more information, visit: <https://www.accessconsultantsydney.com.au/news-access-consultant-sydney-disability-consultant-sydney-access-consulting-sydney/2020/8/11/handrail-extensions-for-ramps-amp-stairs>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**20. Is the lighting over the stairs/ramps consistent and even?**

To ensure steps and ramps are visible, lighting should be direct, reflected downward, and without pooling or glare.

For more information, visit: <https://www.visability.com.au/our-teams-vision/low-vision-lighting/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**21. Are treads and risers consistent in depth and height?**

Inconsistencies in stair height, depth and treads pose risks to safety for anyone entering or leaving your building/space.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**22. Are the landings large enough to allow access for anyone using a mobility aid?**

Ramp and stairway landings provide rest areas and allow the ramp or stairway to change direction if needed. Landing lengths and widths must allow people using mobility aids to rest, and to reduce the risk of falling.

For more information, visit: <https://ncc.abcb.gov.au/editions/2019-a1/ncc-2019-volume-two-amendment-1/part-39-safe-movement-and-access/part-391-stairway>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**23. How is the entrance indicated? Are accessible design features incorporated into the signage?**

The visibility of permanent or temporary signage can be easily improved when attention is paid to contrast between text and background, with dark text on a light background being optimal, use of plain fonts such as Arial and lettering of a size which can be viewed sitting or standing from a distance.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-06-directional-and-category-signage.html>. It may be possible to implement this in collaboration with other occupants of your building.

Further advice is available at: <https://www.disabilityaccessconsultants.com.au/raised-tactile-and-braille-signage/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

## Navigation

This part of the audit assesses the accessibility of your building/space interior for independent navigation, including between multiple levels where required. The first set of questions relates to general navigation throughout the building/space, followed by a sub-section of questions specific to doorways. Accessible navigation for your activities, events and services enhances inclusion and counters segregation and isolation of women and non-binary people with disabilities.

**1. If your building has multiple levels, how are they accessed? (If your building does not have multiple levels, please skip to question 10).**

Accessibility requires that a building’s levels can be reached via a means other than stairs. In most cases, this equates to a lift. Platform lifts can provide some access to building levels if lift installation is not possible. These are available from commercial providers.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**2. How are lifts indicated? Are accessible design features incorporated into the signage?**

Accessibility is achieved when clear visual and audible signage directs building users to lifts, and when lifts can be summoned and navigated independently by means of accessible call buttons. Visibility of permanent or temporary signage can be easily improved when attention is paid to contrast between text and background, with dark text on a light background being optimal, use of plain fonts such as Arial and lettering of a size which can be viewed sitting or standing from a distance.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-06-directional-and-category-signage.html>.

It may be possible to implement this in collaboration with other occupants of your building. However, this may be difficult to achieve for buildings with older lifts or lift systems accessed via touch screens, so staff assistance may be needed to facilitate access.

Further advice is available at: <https://www.disabilityaccessconsultants.com.au/raised-tactile-and-braille-signage/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**3. Is the height of external and internal controls of the lift accessible for people in a sitting or standing position?**

Internal and external controls to operate lifts are most accessible if they can be reached from either a sitting or standing position.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**4. Can the lift accommodate a person in a wheelchair and at least one other person?**

Accessible lifts are large enough to accommodate a person in a wheelchair and at least one other person comfortably. The lift’s entrance needs to be about 900mm, which is wide enough to accommodate a powered wheelchair.

Further guidance is available at: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-09-passenger-lifts.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**5. What is the length of time between the lift door opening and closing?**

The interval between the lift door opening and closing needs to allow for entry and egress of everyone, irrespective of mobility. The recommended interval is 6-8 seconds according to: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-09-passenger-lifts.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**6. Can the lift handrails be reached by someone sitting or standing?**

Lift handrails must be adjacent to the cabin operating panel and at least 600mm in length. They are most accessible when they can be reached from either a sitting or standing position.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**7. How are floor levels indicated?**

Accessibility is achieved when visual and verbal floor announcements are available within and external to the lift.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**8. What lift maintenance procedures exist?**

Regular lift maintenance decreases the likelihood of malfunction. Being trapped in a malfunctioning lift is alarming for everyone but can particularly pose access barriers to passengers with disabilities.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**9. In the event of a lift malfunction, what is the management procedure and how is this indicated?**

Accessibility is achieved when emergency procedures in case of lift malfunction exist and passengers with disabilities can access these procedures. Procedures are conveyed visually and audibly, and emergency alarm systems can be operated from a sitting or standing position or accessed via text message.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**10. How are stairs and ramps indicated throughout your building/space?**

Accessibility is achieved when tactile ground surface indicators are used as a visual and tactile marker at the top and bottom of stairs and ramps.

More information is available from: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-11-tactile-ground-surface-indicators.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**11. Where are handrails located for each ramp/staircase?**

Stairs and ramps with handrails on each side facilitate access for people who do not have the use of both hands and will use either the left or right handrail.

For more information, visit: <https://www.accessconsultantsydney.com.au/news-access-consultant-sydney-disability-consultant-sydney-access-consulting-sydney/2020/8/11/handrail-extensions-for-ramps-amp-stairs>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**12. What type of stair rises are in your building/space (open or closed)?**

Open stair rises pose risks to safety and accessibility to anyone with disabilities related to mobility. It may be difficult to make alterations to the existing stairs in your building, but their safety and accessibility is important when considering external venues or alternative office spaces.

Further information is available at: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-08-stairs.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**13. How is your building/space lit?**

Environments which are as comfortable as possible for people with disabilities enhance engagement, autonomy, and independence. Consistent, even lighting without flashing, glare, or silhouetting ensures best access. The use of halogen, fluorescent, strobe, and spotlights each contribute to various forms of difficulty or distress for people with diverse sensory or neurological disabilities. For example, they may induce headaches for anyone who experiences migraines and emit a low hum perceivable to people with tinnitus. Rooms with sunlight/natural light should also be fitted with blinds.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**14. How are the wall and floor surfaces (colours, acoustics)?**

Colour contrast between floors and walls allow these to be distinguishable by people with vision impairments. Venue acoustics are also impacted by the types of floor and wall surfaces, with hard walls and floors contributing to echoing and noisy environments making hearing difficult and contributing to heightened anxiety and agitation.

For further guidance, visit: <https://sport.vic.gov.au/resources/design-for-everyone-guide>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**15. Are corridors, walkways, and corners wide enough to accommodate the passage of a person using a wheelchair and another person walking alongside?**

Corners are most accessible when there is sufficient space for barrier free turning by a person in a wheelchair.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**16. Are corridors and walkways kept clear of obstacles?**

Clearing unnecessary items from corridors and walkways can immediately improve accessibility for all users of your building/space.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**17. For events and activities with a stage, podium, or other presentation area, how do presenters/facilitators access this area?**

Access to the presentation area via a clear path, free from steps, ensures participation and contribution of women and non-binary people with disabilities as presenters and facilitators. People using wheelchairs or other mobility aids need adequate space to access and manoeuvre in and out of presentation areas independently. This can challenge gendered and ableist expectations of people with disabilities as recipients rather than experts.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**18. Are there designated spaces in the seating area to accommodate people using wheelchairs? Where are the spaces located?**

Seating areas need to include designated spaces to accommodate people to fit their wheelchairs. These spaces need to be situated close enough and in direct line of sight to the presentation area to facilitate equal access. Ensuring adequate seating space for people using wheelchairs publicly demonstrates equality.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**19. Is there adequate turning space within the seating area for people using wheelchairs and other mobility aids?**

Adequate turning space makes it possible for people using wheelchairs and other mobility aids to manoeuvre in and out of seating rows and access other facilities independently, such as display tables. This increases people with disabilities’ public agency and autonomy.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**20. For activities, events and services that require standing, how does your organisation minimise risk of fatigue for participants?**

Providing chairs and tables can minimise participant’s risk of fatigue from prolonged periods of standing. Remember that this also applies to presenters and facilitators.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**21. What is the location of quiet/breakout spaces?**

These spaces are beneficial for people with diverse disabilities, offering a quiet area away from the noise and stimulation of the main space, to rest or address other disability related needs. This also ensures that women and non-binary people can locate a place of safety out of bounds to perpetrators of violence, e.g., a current or former partner who has followed them to the building/space.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**22. What is the location of the dog run and water stations, for assistance dogs?**

Providing for trained assistance animals, such as guide dogs, enhances the independence and autonomy of people who choose to use them. Availability of these facilities ensures that users of assistance animals can provide them with adequate care. Budgeting for temporary artificial grass will be necessary if grassed areas are not available nearby. Communicate to participants the existence and location of facilities for the care of assistance animals, and make sure they are close to your main service, activity, or event area.

For further information regarding anti-discrimination legislation and assistance animals, visit: <https://www.humanrights.gov.au/our-work/disability-rights/projects/assistance-animals-and-disability-discrimination-act-1992-cth>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

### Doorways

These questions assess how accessible the doorways of your building/space are, in facilitating independent movement. Short-term strategies to improve access of doorways include fitting of mechanisms for easier opening and closing. Accessibility of doorways is a factor to be considered when longer term decisions regarding building renovation or relocation are being planned.

**23. How are doors indicated? Are accessible design features incorporated into the signage?**

Visibility of permanent or temporary signage can be easily improved when attention is paid to contrast between text and background, with dark text on a light background being optimal, use of plain fonts such as Arial and lettering of a size which can be viewed sitting or standing from a distance. For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-06-directional-and-category-signage.html>. It also may be possible to implement in collaboration with other occupants of your building.

Further advice is available at: <https://www.disabilityaccessconsultants.com.au/raised-tactile-and-braille-signage/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**24. Are glass doors easily distinguished for people with vision impairments?**

Accessibility is achieved if there is a contrasting strip, also known as a glazing band, across the width of glass doors.

For more information, visit: <https://www.disabilityaccessconsultants.com.au/glazing-band-compliance/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**25. How is lighting on either side of doorways?**

Lighting should be direct, reflected downward, and without pooling or glare.

For more information, visit: <https://www.visability.com.au/our-teams-vision/low-vision-lighting/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**26. How are doors opened and closed (automatic, push button, swipe, manually)?**

Automated door opening provides the greatest accessibility but is rarely used in building interiors. Push buttons, sliding mechanisms and door handles need to be located at a height reachable by anyone sitting or standing. It is suggested that the use of d-shaped handles provides the best accessibility for anyone with physical disabilities, according to: <https://www.architectureanddesign.com.au/suppliers/dormakaba-australia/ncc-compliance-a-guide-to-door-control-and-opening>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**27. Are doorways an appropriate width to allow the passage of person using a wheelchair?**

Australian standards specify the door openings are required to be a width of a least 850mm when the door is open, to allow the passage of a wheelchair. This is the minimum unobstructed width; therefore, all door handles and stops must be outside of this space.

Further advice is available from: <https://www.criterionindustries.com.au/blogs/blog/understanding-disability-access-spatial-dimensions>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**28. Are doorways free of obstructions/hazards?**

This includes items and features such as bollards, rubbish bins, outward opening windows and doors, overhanging foliage/projections, and uneven surfaces (e.g., cobble paving). Such obstacles can pose hazards for people at sitting or standing height.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**29. What procedures for door maintenance exist?**

Door maintenance is the responsibility of building management in many office buildings and relates to accessibility due to barriers posed by malfunctioning doors.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

## Hygiene facilities

These questions relate to the accessibility of facilities for personal hygiene within your building/space. This is particularly important for women and non-binary people with disabilities who may limit their community involvements based on the availability of safe, accessible hygiene facilities. Your organisation can send a strong message if accessible hygiene facilities are available and can be accessed autonomously with convenience and dignity by people with disabilities.

**1. What is the distance to the hygiene facilities from the main area?**

To ensure people with disabilities can participate without undue anxiety, make sure hygiene facilities are close to your main service, activity, or event area. It is recommended that the facilities are open and available at the time of the event/activity, and that people with disabilities be afforded priority access. It is also important to recognise the rights and choices of women and non-binary people with disabilities to access safe facilities.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**2. Is the pathway leading to the hygiene facilities clear of obstacles?**

Hygiene facilities will be effectively accessed if pathways leading to them are kept clear.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**3. How many accessible bathrooms are there?**

It is important that your organisation’s staff are knowledgeable about accessible bathrooms, especially when hosting events. It is suggested that at least one accessible bathroom needs to be available, according to: <https://www.legislation.gov.au/Details/F2010L00668>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**4. Where are accessible bathrooms located? What is the distance to these from the main area?**

Building standards state that where there are standard toilets, accessible bathrooms need to be in the same location: <https://www.legislation.gov.au/Details/F2011C00214>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**5. How are accessible bathrooms indicated? Are accessible design features incorporated into the signage?**

Clear signage assists users to locate the accessible facilities quickly and conveniently. Visibility of permanent or temporary signage can be easily improved when attention is paid to contrast between text and background, with dark text on a light background being optimal, use of plain fonts such as Arial and lettering of a size which can be viewed sitting or standing from a distance.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-06-directional-and-category-signage.html>. It also may be possible to implement in collaboration with other occupants of your building.

Further advice is available from: <https://www.disabilityaccessconsultants.com.au/raised-tactile-and-braille-signage/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**6. Is the pathway leading to the accessible bathrooms clear of obstacles?**

Hygiene facilities will be effectively accessed if pathways leading to them are kept clear.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**7. Is the manoeuvring area in the accessible bathrooms free of obstructions, and are any access limitations caused by the activity of service contractors?**

Storing items in the bathroom limits movement and circulation of anyone using the facilities and conveys a message that accessibility holds a low priority. Such items include boxed-in pipework, radiators, cleaner's equipment, disposal bins and occasional storage.

Further information can be found at: <https://equalopportunity.tas.gov.au/resources/information_on_improving_building_access_for_all/5._toilet_facilities>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**8. Does the accessible cubicle allow full movement of a person using a wheelchair?**

The accessible bathroom cubicle needs to allow space for the circulation and turning of a person using a wheelchair, and a carer.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**9. What is the location of grab rails in the accessible bathrooms?**

Grab rails need to be in easy reach of someone in a sitting position. Further guidance concerning grab rails can be found at: <https://equalopportunity.tas.gov.au/resources/information_on_improving_building_access_for_all/5._toilet_facilities>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**10. Where are the basins, paper towel dispensers, soap, dryers, etc., located in the accessible bathrooms?**

These should be in the same cubicle as the toilets and easily reached from a sitting position.

Further details concerning accessible bathrooms can be found at: <https://equalopportunity.tas.gov.au/resources/information_on_improving_building_access_for_all/5._toilet_facilities>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**11. How are ambulant bathrooms indicated? Are accessible design features incorporated into the signage?**

Building standards state that where there are standard toilets, in addition to a required accessible toilet, a compartment suitable for use by persons with an ambulant disability must also be provided: <https://www.disabilityaccessconsultants.com.au/need-ambulance-toilet-ambient-toilet-actually-ambulant-toilet/>.

Clear signage assists users to locate the ambulant facilities quickly and conveniently. Visibility of permanent or temporary signage can be easily improved when attention is paid to contrast between text and background, with dark text on a light background being optimal, use of plain fonts such as Arial and lettering of a size which can be viewed sitting or standing from a distance.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-06-06-directional-and-category-signage.html>. It also may be possible to implement in collaboration with other occupants of your building.

Further advice is available at: <https://www.disabilityaccessconsultants.com.au/raised-tactile-and-braille-signage/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**12. Does the ambulant bathroom’s airlock space allow movement of people with ambulant disabilities?**

Standards specify minimum clear circulation spaces of 900mm x 900mm on either side of the airlock (toilet entry) for ambulant bathrooms.

For more information on the requirements for ambulant bathrooms, visit: <https://www.disabilityaccessconsultants.com.au/need-ambulance-toilet-ambient-toilet-actually-ambulant-toilet/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**13. Where are the infant and adult changing facilities located?**

These need to be located within the cubicle with a toilet and washing facilities. These facilities may not be immediately possible to install in existing building infrastructure but may factor in for future planning for renovations. Infant changing facilities are commonly within the accessible bathroom. The National Construction Code now requires accessible adult change facilities to be included in certain classes of public buildings.

For more information about adult changing facilities, visit: <https://changingplaces.org.au/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**14. How is bathroom cubicle occupation indicated?**

Signage or other methods of indicating whether cubicles are occupied contribute to the dignity of everyone.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**15. How are all bathroom doors opened, closed, and locked?**

Locks and handles with adequate leverage ensure they can be manipulated by people with varying degrees of dexterity and ensure privacy on an equal level as that of people without disabilities, countering assumptions that breaching the boundaries of women and non-binary people with disabilities is acceptable.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**16. What is the location of the toilet flush mechanisms in all bathrooms?**

Flush mechanisms need to be easily reached and pushed from a sitting or standing position.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**17. What is the location of the toilet paper dispensers in all bathrooms?**

Toilet paper dispensers need to be easily reached from a sitting position.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**18. Where are hand basins, paper towel dispensers, soap, dryers, etc. located in the standard bathrooms?**

It is useful for these amenities to be easily located within the space outside the cubicles (aside from accessible bathrooms, where they should be within the toilet cubicle).

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**19. Are floors and fittings in all hygiene facilities distinguishable by colour contrast from walls?**

This relates to colour contrast which allows for people with vision impairment to orient themselves to the environment within the bathroom area. Accessibility is achieved when colour contrast is used so that bathroom fittings are easily distinguishable.

For further guidance, visit: <https://sport.vic.gov.au/resources/design-for-everyone-guide>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**20. Can the hygiene facilities be externally accessed in an emergency?**

This is helpful if needing to assist users to evacuate in an emergency, or to respond to users needing emergency assistance.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**21. Where is the emergency call system located in the hygiene facilities? Who gets alerted when this system is activated?**

This needs to be in easy reach for someone in a sitting position, and the system needs to connect to a designated staff member in the building.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

## Food and drink

The following questions relate to how accessible the service of food and drink is in your organisation, and at your external events or activities. These areas are often overlooked during planning but can enhance the autonomy and access of participants with disabilities. Accessibility is achieved when catering can be accessed safely and conveniently by all participants, according to their independent choices rather than through filters posed by others.

**1. What is the location of the catering service area in relation to the event/activity space?**

Catering areas are most accessible when they are close to the main event/activity space and accessed without steps by a clear path of travel. Accessible catering areas demonstrate your organisation’s commitment to the independence of participants with disabilities.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**2. What is the height and leg clearance of the catering service area?**

Ensuring catering tables have adequate leg clearance and are of a height to be easily reached from a sitting position ensures access by participants using wheelchairs, demonstrating your organisation’s commitment to equality.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**3. What catering arrangements are used (buffet, lunch box, table service, other)?**

The choice of catering arrangements is often based on availability and cost. Some catering arrangements such as buffets pose more barriers to accessibility than others, such as table service. The provision of café or restaurant vouchers for participants to access external venues is an emerging catering option used by organisations to offset the logistical impacts of catering. Such arrangements may pose barriers for participants with disabilities if external venues do not comply with accessibility standards, or if participants cannot independently access the venues or their menus. These barriers can be countered by ensuring sufficient availability of assistance from catering or other staff. Other participants should not be relied upon to provide assistance unless this is the choice of a participant with disabilities.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**4. How are food items labelled?**

Clear labelling of food items to indicate the type of food and its dietary category ensures that participants with disabilities and staff providing assistance can exercise autonomy by accessing food items according to participants’ dietary needs. It also avoids the risk of participants consuming food items which do not accord with dietary preferences or pose risk due to allergies. The simple act of clearly labelling food items challenges prevailing gendered and ableist expectations of passivity by recognising the agency of women and non-binary people with disabilities to make choices about the food and beverages they consume.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**5. What assistance is provided for participants to select and carry food and drink?**

As mentioned above, accessing catering can pose barriers for participants with diverse disabilities, and the planning, budgeting, and provision of assistance by catering or other staff can reduce the impact of these barriers. Relying on participants to provide assistance or expecting people with disabilities to manage this task themselves does not demonstrate commitment to independence, but instead, poses barriers to full and dignified participation.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**6. Are hot water and microwaves available?**

Providing an easily accessible source to heat up water and food in your kitchen area means that warm, nourishing food will be more available for your staff or guests, without requiring them to purchase alternative and potentially expensive meals. Having these appliances available for your staff and visitors means that they can make choices about the food that they eat, how much they spend, or control the risk of allergens with dignity.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**7. What is the height and location of hot and cold water dispensers?**

It is relatively easy to ensure that dispensers for hot and cold water are in close proximity to the event/activity space and situated at a height accessible from a sitting position.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**8. Is there a choice of cups/mugs and plastic drinking straws?**

Simple provisions can immediately improve the accessibility of catering for participants with physical and other disabilities. Mugs with handles provide easier grip, and flexible drinking straws make the consumption of liquid possible for people for whom lifting and holding a cup or controlling the movements of their mouths and lips is impacted by a disability.

While the use of single-use plastic straws was restricted by the Victorian Government in 2023, they are still available to purchase to accommodate people with a disability or medical condition. Providing these options will promote broader accessibility for everyone who engages with your organisation.

For more information, visit: <https://www.vic.gov.au/single-use-plastic-straw-resources>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

## Emergency and evacuation

These questions relate to the emergency and evacuation procedures applicable to your building/space. Good practice in emergency management occurs when people with disabilities are guaranteed safe and respectful procedures. Your organisation can immediately improve the accessibility of your procedures by ensuring that they are communicated clearly to all staff, visitors and participants, and staff made available to assist anyone with disabilities in an emergency. This allows women and non-binary people with disabilities to exercise agency and autonomy within the boundaries imposed by an emergency, and counters gendered expectations of their status as recipients of rescue. In the longer term, personal emergency evacuation plans should be developed with employees with disabilities.

**1. How is the emergency warning alarm (visual, audible)?**

Greater accessibility is achieved when the emergency alarm can be perceived by people with a range of sensory disabilities. In practice, this means using visual as well as audible alarm systems, such as those described at: <https://australiandisabilitynetwork.org.au/DFD/dfd-03-10-emergency-evacuation.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**2. Where are emergency exits located?**

Organisations may not have control of the location of emergency exits within the building from which they rent. If the exit is some distance from your working or event space, you may wish to consider ensuring staff assistance is available for people with disabilities exiting the building.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**3. How are emergency exits accessed (e.g., absence of obstacles)?**

Pathways to emergency exits must remain clear of obstacles, such as furniture.

For more information, visit: <https://www.ohsrep.org.au/fire_escapes_what_are_the_rules>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**4. How are emergency exits signposted?**

Accessible signage ensures that emergency exits can be easily located by everyone in the building/space. This includes clearing indicating their location on evacuation maps, placed around the building/space.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**5. What are the evacuation procedures?**

These usually consist of procedures to evacuate the building/space and assemble occupants in a safe area. Accessibility is achieved when people with disabilities can evacuate using the same methods and at the same time as people without disabilities.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**6. Where are internal and external assembly areas located?**

Accessibility is achieved when all building occupants can evacuate to external assembly points. However, if this is not possible, internal refuge areas need to be made available if occupants require the assistance of emergency services to evacuate. The latter practice does not offer people with disabilities the same opportunity as other building users to quickly evacuate the building, as discussed at: <https://egressability.com.au/2018/12/08/refuge-areas-an-australian-experience/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**7. If the evacuation procedure involves a stairway as the only exit, do you have stairway evacuation devices?**

Stairway evacuation devices such as chairs and sleds can benefit people with disabilities, pregnant women, older people, and people with short- or long-term medical conditions or injuries. Having these devices helps your organisation meet the obligations of the Disability Discrimination Act and Occupational Health and Safety legislation.

For more information, visit: <https://www.disabilityaccessconsultants.com.au/stairway-evacuation-devices/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**8. Is the outdoor area of the emergency exit doorway clear of obstacles?**

Accessibility is achieved when evacuation routes are kept clear of furniture and other items.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**9. Who is responsible for managing emergency evacuation?**

Accessibility is achieved when a designated person has overall management of emergency procedures, and they are aware of the need to assist people with disabilities to evacuate.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**10. How are people requiring assistance identified in emergency procedures?**

It is suggested that staff, visitors, and participants with disabilities be identified to ensure that they receive assistance to comply with emergency procedures.

Further information and technical advice is available at: <https://collaborating4inclusion.org/inclusive-emergency-management-victoria/>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**11. How is the presence of people with disabilities in your building/space indicated to the emergency/fire warden?**

Record the number of staff, visitors and participants with disabilities and convey this information to the person responsible for coordinating emergency procedures.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**12. Do personal emergency evacuation plans exist for people with disabilities accessing your building/space?**

These plans are tailored to the needs of each staff member and other regular occupant of the building with disability, outlining the actions and support each person will require in an emergency.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-03-10-emergency-evacuation.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**13. Has the emergency/fire warden been trained to assist people with disabilities during emergencies?**

Accessibility is achieved when the fire warden/emergency manager is aware of occupants of their building with disabilities, and the best methods of offering assistance.

For more information, visit: <https://australiandisabilitynetwork.org.au/DFD/dfd-03-10-emergency-evacuation.html>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**14. How frequent are evacuation drills? Is a regular evacuation drill undertaken to include a trial scenario evacuating a person with a disability?**

Evacuation drills allow for trialling of evacuation procedures safely, prior to an emergency occurring.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required:

**15. How is the safety of evacuation routes and warning devices monitored and maintained?**

Emergency plans and procedures, including the safety of evacuation routes and warning devices, should be reviewed on a regular basis and in consultation with staff.

For further guidance, visit: <https://www.safeworkaustralia.gov.au/safety-topic/managing-health-and-safety/emergency-plans-and-procedures/overview>.

* + - Current situation:
    - Action required:
    - Time frame for action:
    - Resources required: