

Framework

Accessibility Criteria

September 2021

Guide | **Accessibility Criteria** | Design Requirements

**Publication and Contact Details**

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Arriving & Leaving

A1. Proximity to Public Transport & Amenities

A2. Pathway Links

A3. Accessible Path of Travel

A4. Walking Surfaces

A5. Drop-off Points

A6. Parking

A7. Wayfinding

| **Arriving & leaving** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 10** |
| --- | --- | --- | --- |
| **A1 Proximity to Public Transport & Amenities** | Public transport stop with an accessible service is less than 400 m away | Food retail area is less than 400 m away | Public transport stop is less than 200 m away |
| **A2 Pathway Links** | Accessible pathway links to accessible parking, passenger drop off, and transport stops | Accessible pathway links to a food retail area | Accessible pathway links have a maximum grade of 1:20 |
| **A3 Accessible Path of Travel** | Step free accessible pathway with provision of kerb ramps, wide enough for one wheelchair user | Accessible pathway wide enough for a person walking and wheelchair user to pass; includes resting points and safety features | Accessible pathway allows two wheelchair users to pass and has signalised pedestrian crossings at all road crossings |
| **A4 Walking Surfaces** | Walking surfaces are firm, even, slip-resistant and free of trip hazards | Walking surfaces are designed so that water doesn’t accumulate | Walking surface textures and pathway edges assist with wayfinding |
| **A5 Drop-off Points** | Accessible passenger drop-off point is directly linked to an accessible entrance | Waiting area with seating is provided at drop-off point directly linked to an accessible entrance | Weather protection is provided at drop-off point linked to an accessible entrance |
| **A6 Parking** | Accessible parking space with an accessible pathway link to a building entrance | Additional designated accessible parking space with weather protection | A range of undercover accessible and after-hours parking spaces that provide an undercover pathway link to the building and can be pre-booked and available to visitors |
| **A7 Wayfinding** | Wayfinding information that provides details on directions from vehicle set down areas and public transport to accessible building entrances | Directional and tactile signage from accessible building entrances to vehicle set down areas, public transport and food retail areas | Beacons or similar technology to locate accessible building entrances from the property boundary |



Approaching and Entering

B1. Building Signage

B2. Approach to Principal Building Entrances

B3. Pathways within Property Boundary

B4. Entrances

B5. Entry Controls and Security Access

B6. Entry Foyer / Lobby

B7. Reception Areas

B8. Wayfinding

| **Approaching and Entering** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 19** |
| --- | --- | --- | --- |
| **B1 Building Signage** | Site arrival points have lighting and building identification signs that incorporate large characters with luminance contrast and sans serif fonts  | Directional and information signs at the property boundary indicate the location and operating hours of accessible building entrances  | Beacons or similar technology to personalise wayfinding and assist orientation & navigation |
| **B2 Approach to Principal Building Entrances** | Principal building entrances can be reached along an accessible path of travel  | Principal building entrances are reached on a universal accessible primary path of travel and is wide enough for a person walking and a wheelchair user to pass | Principal building entrances are reached on a universal accessible primary path of travel and allows two wheelchair users to pass and includes rest points and textured surfaces or pathway edges  |
| **B3 Pathways within Property Boundary** | All level changes on a pathway provide a step free alternative  | Accessible ramps are integrated into pathways | Pathways have gradients no steeper than 1:20 |
| **B4 Entrances** | Principal building entries are accessible with automated doors, manoeuvring clearances, good contrast and weather protection | Principal building entries are used by all to enter the building; have automatic sliding doors and 75% of all building entries are accessible  | All accessible entries have automated sliding doors and allow a wheelchair user to turn 360° at the door landing  |
| **B5 Entry Controls and Security Access** | All entry/exit controls and security systems are consistently positioned in an accessible location within required reach, have wheelchair clearance and keyless access  | Security access controls can be operated by multiple methods including via a personal device and provide 24hour access | Fully personalised programming of electronic access control systems integrated into a single user control interface |
| **B6 Entry Foyer/Lobby** | Accessible path of travel to reception and lift lobby incorporates slip resistant, non-reflective and sound dampening elements | Entry foyer has transitional lighting, seating and well-defined edges and floor textures around doorways and seating areas | Direct access and line of sight to reception area and lift lobby from entry foyer with adjacent seating areas |
| **B7 Reception Areas** | Reception desk has accessible counter section, hearing augmentation, even lighting levels, good contrast and controls mounted within accessible reach ranges | Accessible amenities are located close by and include waiting areas, captioning services and toilet facilities | A range of amenities located adjacent reception area include a variety of seating, scooter and luggage storage and battery-operated device charging stations |
| **B8 Wayfinding** | Accessible wayfinding system at the entry level foyer and in the lobby of each level incorporates directional, tactile and information signage | Architectural design features such as contrasting colour, textured surfaces and shore-lines clearly define circulation routes | Beacon or similar technology built into directory boards and signage systems, to improve wayfinding |

 

Moving Through Building

C1. Doors and Doorways

C2. Corridors

C3. Flooring and Walls

C4. Vertical Circulation

C5. Ramps

C6. Lifts

C7. Stairways (general use)

C8. Emergency Alerts and Egress

| **Moving Through Building** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 203** |
| --- | --- | --- | --- |
| **C1 Doors and Doorways** | Doorways on accessible routes include door circulation, manoeuvring clearances, required opening force and luminance contrast  | Automatic sliding doors are provided on accessways to and at tenancy entrances, lift lobbies and accessible toilets | Technology enables hands free movement through doors  |
| **C2 Corridors** | All corridors are obstruction free and wide enough for a wheelchair user to manoeuvre, turn around and pass people | Enhanced width and recessed wall fixtures to allow a wheelchair user and person walking to move through the corridor side by side | Enhanced corridor width allows two wheelchair users to pass each other  |
| **C3 Flooring and Walls** | Flooring is non-reflective, sound absorbent, pattern free and easily traversed with wheeled mobility | Colour contrast is used on floor to delineate areas, luminance contrast is provided between walls and floors | Floor and wall surfaces facilitate and enhance wayfinding |
| **C4 Vertical Circulation** | Accessible vertical circulation is located in common areas and readily available during and after business hours  | Accessible vertical circulation is visible, safe, secure and convenient as stairs | A multi-story office building has 2 or more lifts in a building, connecting all floors  |
| **C5 Ramps** | Ramps include a constant gradient of maximum 1:14, landings at suitable intervals, handrails, kerbs and tactile ground surface indicators | Enhanced width for a person walking and wheelchair user to pass | Allows two wheelchair users to pass and maximum gradient 1:20 |
| **C6 Lifts** | Visual, audible and tactile cues are included in lift cars, at lift landings and in destination control systems | Larger lift size and lift controls can be operated by multiple methods  | Fully personalised programming of destination control systems |
| **C7 Stairways (general use)** | Stairs have clear directional signage to the alternative accessible path, nosings are clearly defined with visual contrast | Stairs and handrails are set back from access ways  | Additional visual information to aid orientation of floor level is provided at stair landings |
| **C8 Emergency Alerts and Egress** | Multi-sensory alarms and evacuation equipment is provided | Emergency positioning system or similar technology to track and personalise communication with employees in an emergency | Fire stairs are equipped with handrails on both sides and refuges for wheelchair users |



Using Work Areas

D1. Work Points

D2. Acoustics

D3. Lighting

D4. Switches and Controls

D5. Meeting Rooms

D6. Collaboration Areas

D7. Utility Areas

| **Using Work Areas** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 216** |
| --- | --- | --- | --- |
| **D1 Work Points** | 50% adjustable height furniture at work points, accessible height controls and circulation space between work points  | 75% adjustable height furniture at work points, with a variety of workstation layouts and desk configurations including designated desks with enhanced environmental control and technology capabilities | 100% adjustable height furniture and fully personalised programming of work points integrated into a single user control interface  |
| **D2 Acoustics** | Designated quiet zones are provided in open plan areas | Sound proof spaces are provided and use of sound absorbing flooring and furniture  | Designated sensory zones and enhanced sound absorbing elements are provided in all work areas  |
| **D3 Lighting** | Adequate natural light is provided, glare is minimised and task lighting is used at work points | Adequate natural light is provided, glare and shadowing is minimised in meeting rooms  | Adequate natural light is provided, glare is minimsed and task lighting is used in utility rooms  |
| **D4 Switches and Controls** | Accessible circulation in front of switches, located at an accessible height | Hands free / remote control enabled  | Capability for operation through a personal device or integrated user interface  |
| **D5 Meeting Rooms** | Accessible circulation to and within rooms, hearing loops in all large meeting rooms, adjustable lighting and glare control systems | Hearing loops in one of each type of medium sized meeting rooms with AV / VC  | Hearing loops in one of each type of meeting room with AV / VC and storage cupboard for furniture  |
| **D6 Collaboration Areas** | Collaboration areas have a variety of furniture and easy to use technology | Enhanced circulation to and within the collaboration area | Adjustable height furniture in collaboration areas |
| **D7 Utility Areas** | Accessible circulation to and within utility spaces and equipment and storage in accessible reach ranges | Underside bench clearance at an accessible height, contrast of bench with floor, Braille and tactile labels on key items | Adjustable height benches recessed to enhance circulation spaces |



Using Amenities

E1. Lockers

E2. Kitchens

E3. Toilet Facilities

E4. Unisex Accessible Toilet

E5. Ambulant Cubicles

E6. Quiet Rooms

E7. Assistance Animal Facilities

| **Using Amenities** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 220** |
| --- | --- | --- | --- |
| **E1 Lockers** | Lockers positioned within accessible reach ranges with circulation space, easy to operate controls and integrated coat hanging facilities | Accessible signage with Braille, tactile numeric key pad and colour contrast | Integrated digital locking mechanism operable with a personal device |
| **E2 Kitchens** | Accessible circulation to and within all kitchens with appliances in accessible reach ranges and easy to operate controls | Enhanced manoeuvring space and visual contrast within kitchens and provision of accessible drinking station/s outside the kitchen | Access to a second bench, sink and appliances in the kitchen at adjustable heights  |
| **E3 Toilet Facilities** | Accessible toilet facilities provided on all floors where there are toilets, easily identified with well-placed, clear signage and a separate gender-neutral toilet is provided in the tenancy | Accessible toilet in close proximity to reception areas, waiting areas and other key facilities, separate gender neutral toilet provided in the tenancy | Accessible toilets are provided at the entrance level of the building and at all banks of toilets, separate gender neutral toilet on all levels |
| **E4 Unisex Accessible Toilet** | Wheelchair circulation to and within accessible toilet, accessible fittings and fixtures and duress button | Automatic sliding door entry to accessible toilets and enhanced operable components  | Operable components are sensor controlled |
| **E5 Ambulant Cubicles** | Ambulant cubicles with ambulant circulation spaces and fittings are provided within male and female toilets when refurbished  | Ambulant cubicles with ambulant circulation spaces and fittings are provided within male and female toilets  | Ambulant cubicles are provided as per silver level  |
| **E6 Quiet Rooms** | Minimum of 1 dedicated quiet room per tenancy with adjustable lighting, soft furnishings and good acoustic properties | Incorporate additional quiet space facilities into multipurpose wellness rooms  | Provide 1 dedicated quiet room per level |
| **E7 Assistance Animal Facilities** | Access to an animal toileting area | Provide animal tethering point at some work points | Provide an assistance animal facility onsite |



Using Communication Systems

F1. Identification & Directional Signage

F2. ICT Hardware and Controls

F3. Sign-In Systems

F4. Destination Control System

F5. Mobile Enabled Services

| **Using Communication Systems** | **Bronze rating icon  Picture 6** | **Silver rating icon  Picture 8** | **Gold rating icon  Picture 223** |
| --- | --- | --- | --- |
| **F1 Identification & Directional Signage** | Internal building and room signage can be viewed from a variety of distances with directional cues, is easily identified through touch, and provides contrast, sans serif font and consistent iconography  | Consistent naming convention applied and signage is illuminated | Beacons or similar technology to locate and identify the building or room at decision making points |
| **ICT Hardware and Controls** | ICT hardware and controls are consistently positioned in an accessible location within required reach, have wheelchair clearance and support a diverse range of access methods to operate controls  | ICT hardware has remote controlled and wireless capability which are compatible with a variety of personal devices | Personalised programming of ICT software integrated into a single user control interface |
| **F3 Sign-In Systems** | Digital visitor management system is provided and positioned in a location that can be operated from a standing or seated position | Sign-in system capabilities include large, contrasting controls with the ability to resize text, screen reader support and accompanied by high contrast keyboard | Smart system that personalises sign-in with hands free, voice activated or remote control capabilities |
| **F4 Destination Control System** | Lift access controls systems are accessible to all users and provide highly contrasted controls, Braille and tactile elements and floor selection feedback delivered in both visual and audible formats | Use programmable electronic access control systems with in-built accessibility features that are integrated into a user control interface | Fully personalised programming to include longer response and dwell times, consistent lift allocation, audible passenger guidance and customised assistance contact |
| **F5 Mobile Enabled Services** | Mobile and wi-fi services and speeds for accessibility apps and assistive technology enabled environment | 100% mobile and wi-fi coverage at fastest speed in all areas of building | Aira enabled environment or similar service |